AMENDMENT OF SOLICITATION/MODIFIC		DIFICA	TION OF CONTRAC	T 1	.CONTRACT ID	PAGE 1 OF 2 PAGE(S)	
2.AMENDM ID04170096 /	ENT/MODIFICATION NO. 017	3.EFFECTIV DATE 03/23/2021	/E	4.REQUISITION/PURCHA REQ.NO. A21631568	SE 5	.PROJECT NO. (if ap	plicable)
)4			7. ADMINISTERED BY (If Matthew F Wright (b) (6)	other than Ite	m 6)	
	D ADDRESS OF CONTRACTOR	(No., street, co	unty, Stat	te and ZIP Code)	9	A. AMENDMENT O	F SOLICITATION NO.
nancy wright MAXIMUS F	ederal Services, Inc				9	B. DATED (SEE ITE	M 11)
3120 Fairview	Park Dr Ste 400 RCH , VA 22042-4570				N C T	0A. MODIFICATION IO. SS00V08PDD0068 / 47 YPE OF MODIFICA Amount + Admin Ch	TION:
CODE		FACILITY (CODE			0B. DATED (SEE IT 2/03/2020 12:00 AM	EM 11)
	11.THIS IT	EM ONLY	APPLI	ES TO AMENDMENT	S OF SOL	CITATIONS	
O is extended Offers must a (a) By comple By separate to RECEIVED A OF YOUR O telegram or le	re numbered solicitation is amended of o is not extended. cknowledge receipt of this amendmenting items 8 and 15, and returning etter or telegram which includes a real THE PLACE DESIGNATED FFFER. If by virtue of this amendmenter makes reference to the solicitate of the solicitate	copies of the ceference to the second THE RECE out your desire to this am	hour and amendme solicitation EIPT OF o o change lendment,	date specified in the solicitation; (b) By acknowledging recons and amendment numbers. FOFFERS PRIOR TO THE HO an offer already submitted, su	ion or as amen eipt of this am FAILURE OF DUR AND DA ich change ma	ded, by one of the fol endment on each cop YOUR ACKNOWLE TE SPECIFIED MA' y be made by telegran	y of the offer submitted; or (c) DGMENT TO BE Y RESULT IN REJECTION
	TING AND APPROPRIATION D. A000 . AA20 . 25 . AF151 . H08 .	•• •					
				O MODIFICATIONS CT/ORDER NO. AS D			S.
THIS CHOORDER NO.	IANGE ORDER IS ISSUED PURS IN ITEM 10A.	UANT TO: (S _I	pecify Au	thority) THE CHANGES SE	Γ FORTH IN	ITEM 14 ARE MADI	E IN THE CONTRACT
THE AB	OVE NUMBERED CONTRACT/0 date, etc.) SET FORTH IN ITEM	ORDER IS MO 14, PURSUAN	DIFIED T T TO TH	TO REFLECT THE ADMINI E AUTHORITY OF FAR 43.	STRATIVE C 103(b).	HANGES (such as ch	anges in paying office,
THIS SU	PPLEMENTAL AGREEMENT IS	ENTERED IN	TO PUR	SUANT TO AUTHORITY O	F:		
	(Specify type of modification and AR 52.232-22, Limitation of Funds						
E.IMPOR'	TANT: Contractor IS NOT requir	ed to sign this d	locument	and return copies to the issuir	ng office.		
14. DESCRIF	TION OF AMENDMENT/MODII	ICATION (Or	ganized b	y UCF section headings, inclu	uding solicitati	on/contract matter wh	ere feasible.)
ORDER MO	D DATED: 03/23/2021	Proposal Dat	ed: 03/23	/2021		Order ID: ID0	4170096
PERFORMA 12/01/2017	NCE PERIOD FROM:	PERFORMA 08/31/2021	NCE PE	RIOD TO:		Desired Deliv	ery Date:
ITEM NO	TASK ITEM DESCRI	PTION	PI	REVIOUS MOD AMOUNT		CHANGE MOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services La	oor (9 mos)		\$1,659,571.54		\$0.00	\$1,659,571.54

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,675,515.00	\$0.00	\$4,675,515.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$18,221,426.92	\$0.00	\$18,221,426.92
2004	CAF Fee (0.75%)	\$171,805.31	\$0.00	\$171,805.31
3001	Contact Center Agent Services Labor	\$4,736,192.00	\$0.00	\$4,736,192.00

3002	Other Direct Costs (Travel and Materials)	\$10,612.00	\$0.00	\$10,612.00
3003	T&M, OPTION line items	\$9,170,624.17	\$15,665,191.09	\$24,835,815.26
3004	CAF Fee (0.75%)	\$104,381.03	\$117,488.92	\$221,869.95

ID04170096

1 The purpose of Modification 017 is to fully fund Option Year III by obligating the amount of \$15,782,680 01 Specifically, Task Item 3003 is fully funded in the amount of \$15,665,191 09, increasing from \$9,170,624 17 to \$24,835,815 26 Task Item 3004 is fully funded in the amount of \$117,488 92, increasing from \$104,381 03 to \$221,869 95

TI/CLIN 3003: Option Line Items (T&M) Funded Amount:

From: \$9,170,626 17 To: \$24,835,815 26 Increase: \$15,665,191 09

TI/CLIN 3004: CAF Fee (FFP) Funded Amount:

From: \$104,381 03 To: \$221,869 95 Increase: \$117,488 92

- 2 The total Option III funded amount is changed from \$14,021,811 20 to \$29,804,491 21, an increase of \$15,782,680 01
- 3 The total task order funded amount is changed from \$46,645,269 44 to \$62,427,947 45, an increase of \$15,782,680 01
- 4 All other terms and conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

OBJET Manies Castomer Support O10 320 7207						
	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE			
Cost To GSA:	\$46,645,267.44	\$62,427,947.45	\$15,782,680.01			
Except as provided herein, all terms and conditient effect.	ons of the document refer	renced in Item 9A or 10A, as heretofore changed, remains unc	changed and in full force and			
15A. NAME AND TITLE OF SIGNER(Type o	r print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)				
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 03/23/2021			
(Signature of person authorized to sign)	_	(Signature of person authorized to sign)				
NSN 7540-01-152-8070 Previous edition unusable			DARD FORM 30 (REV. 10-83) bed by GSA FAR (48 CFR) 53 243			

AMENDMENT OF SOLICITATION/MODIFIC			DIFICA	TION OF CONTRAC		CONTRACT ID DDE	PAGE 1 OF 3 PAGE(S)	
2.AMENDMI ID04170096 /	ENT/MODIFICATION NO. 016	3.EFFECTI DATE 12/01/2020	VE	4.REQUISITION/PURCHA REQ.NO. A21631568	SE 5.1	5.PROJECT NO. (if applicable)		
	04			7. ADMINISTERED BY (If Matthew F Wright (5) (6)	other than Item	6)		
	D ADDRESS OF CONTRACTOR	(No., street, co	ounty, Stat	e and ZIP Code)	9.4	. AMENDMENT	OF SOLICITATION NO.	
nancy wright MAXIMUS Fo	ederal Services, Inc				9E	B. DATED (SEE IT	EM 11)	
3120 Fairview	Park Dr Ste 400 RCH , VA 22042-4570				NO GS TY		ATION:	
CODE		FACILITY	CODE			10B. DATED (SEE ITEM 11) 08/26/2020 12:00 AM		
	11.THIS IT	EM ONLY	APPLI	ES TO AMENDMENT	S OF SOLI	CITATIONS		
O is extended Offers must a (a) By comple By separate le RECEIVED A OF YOUR OF	e numbered solicitation is amended 1 O is not extended. cknowledge receipt of this amendmenting items 8 and 15, and returning teter or telegram which includes a real THE PLACE DESIGNATED FFFER. If by virtue of this amendmenter makes reference to the solicitat TING AND APPROPRIATION D.	copies of the copies to the copies to the copies to the Copies and the copies are copies and this and this and this and this are	amendme solicitatio EIPT OF 0 to change nendment,	date specified in the solicitat ent; (b) By acknowledging rec n and amendment numbers. F DFFERS PRIOR TO THE HO an offer already submitted, so	ion or as amend reipt of this ame FAILURE OF Y DUR AND DAT ach change may	ed, by one of the for ndment on each co OUR ACKNOWL TE SPECIFIED MA be made by telegr	py of the offer submitted; or (c) EDGMENT TO BE AY RESULT IN REJECTION	
285F . Q04F	A000 . AA20 . 25 . AF151 . H08 .		PLIES T	TO MODIFICATIONS	OF CONTR	ACTS/ORDEI	<u> </u>	
				CT/ORDER NO. AS D				
THIS CHORDER NO.	IANGE ORDER IS ISSUED PURS IN ITEM 10A.	UANT TO: (S	pecify Au	thority) THE CHANGES SE	T FORTH IN I	TEM 14 ARE MAI	DE IN THE CONTRACT	
THE ABo	OVE NUMBERED CONTRACT/O date, etc.) SET FORTH IN ITEM	ORDER IS MO 14, PURSUAN	DIFIED T	TO REFLECT THE ADMINI E AUTHORITY OF FAR 43.	STRATIVE CH 103(b).	IANGES (such as	changes in paying office,	
THIS SU	PPLEMENTAL AGREEMENT IS	ENTERED IN	NTO PUR	SUANT TO AUTHORITY O	F:			
☑ OTHER FAR 52.243-3	(Specify type of modification and Changes - Time-and-Materials or	l authority) Labor-Hours						
E.IMPOR	FANT: Contractor IS required to	sign this docur	nent and r	eturn copies to the issuing off	ice.			
14. DESCRIP	TION OF AMENDMENT/MODIF	FICATION (O	rganized b	y UCF section headings, incl	uding solicitatio	n/contract matter v	here feasible.)	
ORDER MOD DATED: 11/23/2020 Proposal Dated: 11/2			ted: 11/24	/2020		Order ID: II	004170096	
PERFORMA 12/01/2017	NCE PERIOD FROM:	PERFORM. 08/31/2021	ANCE PE	RIOD TO:		Desired Del	very Date:	
ITEM NO	TASK ITEM DESCRI	PTION	PI	REVIOUS MOD AMOUNT		CHANGE IOUNT	NEW MOD AMOUNT	
0001	Contact Center Agent Services Lal	oor (9 mos)		\$1,659,571.54		\$0.0	0 \$1,659,571.54	

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,675,515.00	\$0.00	\$4,675,515.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$9,559,060.92	\$8,662,366.00	\$18,221,426.92
2004	CAF Fee (0.75%)	\$106,837.56	\$64,967.75	\$171,805.31
3001	Contact Center Agent Services Labor	\$4,736,192.00	\$0.00	\$4,736,192.00

3002	Other Direct Costs (Travel and Materials)	\$10,612.00	\$0.00	\$10,612.00
3003	T&M, OPTION line items	\$1,546,355.00	\$7,624,269.17	\$9,170,624.17
3004	CAF Fee (0.75%)	\$47,199.00	\$57,182.03	\$104,381.03

ID04170096 - Mod 016

The purposes of this bilateral modification are as follows:

1 To increase the awarded ceilings for Option II, and CLINs 2003 and 2004 as follows:

Ceiling amount for Option II From: \$14,351,817 48 To: \$23,623,782 06 Increase of: \$ 9,271,964 58

Ceiling amount for CLIN 2003 From: \$ 9,559,060 92 To: \$18,762,003 41 Increase of: \$ 9,202,942 49

Ceiling amount for CLIN 2004 From: \$106,837 56 To: \$175,859 65 Increase of: \$69,022 09

2 To increase the awarded ceilings for Option III, and CLINs 3003 and 3004 as follows:

Ceiling amount for Option III From: \$ 6,340,358 00 To: \$29,804,489 21 Increase of: \$23,464,131 21

Ceiling amount for CLIN 3003 From: \$ 1,546,355 00 To: \$24,835,815 26 Increase of: \$23,289,460 26

Ceiling amount for CLIN 3004 From: \$ 47,199 00 To: \$221,869 95 Increase of: \$174,670 95

3 To increase the Total task order award ceiling as follows:

From: \$41,649,133 04 To: \$74,385,228 83 Increase of: \$32,736,095 79

4 To obligate funding for Option II's CLINs 2003 and 2004; and Option III's CLINs 3003 and 3004 as follows:

TI/CLIN 2003: Option Line Items (T&M) Funded Amount:

From: \$ 9,559,060 92 To: \$18,221,426 92 Increase: \$ 8,662,366 00

TI/CLIN 2004: CAF Fee (FFP) Funded Amount:

From: \$106,837 56 To: \$171,805 31 Increase: \$ 64,967 75

The total Option II funded amount is changed from \$14,351,817 48 to \$23,079,151 23, an increase of \$8,727,333 75

TI/CLIN 3003: Option Line Items (T&M) Funded Amount:

From: \$1,546,355 00 To: \$9,170,624 17 Increase: \$7,624,269 17

TI/CLIN 3004: CAF Fee (FFP) Funded Amount:

From: \$ 47,199 00 To: \$104,381 03 Increase: \$ 57,182 03

The total Option III funded amount is changed from \$6,340,358 00 to \$14,021,809 20, an increase of \$7,681,451 20

The total task order funded amount is changed from \$30,236,482 49 to \$46,645,267 44, an increase of \$16,408,784 95

- 5 To incorporate the "CDC-INFO Surge & Scalability T&M Schedule, Option Year 3", dated September 23, 2020
- 6 To incorporate the revised Performance Work Statement (PWS) dated 19 November 2020; revisions are highlighted in yellow text The PWS is located under the BOM/SOW page within the ITSS Order Package
- 7 All other terms and conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT INCREASE/DI				
Cost To GSA:	\$30,236,482.49	\$46,645,267.44	\$16,408,784.95			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full effect.						
15A. NAME AND TITLE OF SIGNER(Type or nancy wright	print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)				
15B. CONTRACTOR/OFFEROR nancy wright	15C. DATE SIGNED 12/03/2020	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 12/03/2020			
(Signature of person authorized to sign)		(Signature of person authorized to sign)				
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-8 Prescribed by GSA FAR (48 CFR) 53.2				

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			T 1.COM	NTRACT ID	PAGE 1 OF 3 PAGE(S)			
2.AMENDM ID04170096 /	ENT/MODIFICATION NO. 014	3.EFFECTI DATE 07/27/2020	VE	4.REQUISITION/PURCHA REQ.NO. A21631568	SE 5.PRC	5.PROJECT NO. (if applicable)		
)4			7. ADMINISTERED BY (If Matthew F Wright (5) (6)	other than Item 6)			
	D ADDRESS OF CONTRACTOR	R (No., street, co	ounty, Sta	te and ZIP Code)	9A. A	MENDMENT OF	SOLICITATION NO.	
nancy wright MAXIMUS F	ederal Services, Inc				9B. D	ATED (SEE ITEN	M 11)	
	v Park Dr Ste 400 RCH , VA 22042-4570				NO. GS00V TYPE	MODIFICATION /08PDD0068 / 470 OF MODIFICAT ount + Admin Cha	TON:	
CODE		FACILITY	CODE			DATED (SEE ITE 2020 12:00 AM	M 11)	
	11.THIS I	TEM ONLY	APPLI	ES TO AMENDMENT	S OF SOLICIT	TATIONS		
The above O is extended	ve numbered solicitation is amende d O is not extended.	d as set forth in	item 14.	The hour and date specified fo	r receipt of Offers			
Offers must a	cknowledge receipt of this amenda	nent prior to the	hour and	date specified in the solicitati	ion or as amended,	by one of the follo	owing methods:	
By separate 1 RECEIVED OF YOUR O	eting items 8 and 15, and returning etter or telegram which includes a AT THE PLACE DESIGNATED I FFER. If by virtue of this amendm etter makes reference to the solicite	reference to the FOR THE REC	solicitation EIPT OF to change	on and amendment numbers. FOFFERS PRIOR TO THE HO an offer already submitted, su	FAILURE OF YOU OUR AND DATE S ich change may be	R ACKNOWLEI SPECIFIED MAY made by telegram	OGMENT TO BE RESULT IN REJECTION	
	TING AND APPROPRIATION D A000 . AA20 . 25 . AF151 . H08	` X	ed)					
				O MODIFICATIONS CT/ORDER NO. AS D			•	
THIS CHORDER NO.	IANGE ORDER IS ISSUED PUR IN ITEM 10A.	SUANT TO: (S	pecify Au	thority) THE CHANGES SE	Γ FORTH IN ITEM	I 14 ARE MADE	IN THE CONTRACT	
THE AB	OVE NUMBERED CONTRACT/ date, etc.) SET FORTH IN ITEM	ORDER IS MO 14, PURSUAN	DIFIED T	TO REFLECT THE ADMINI E AUTHORITY OF FAR 43.	STRATIVE CHAN 103(b).	IGES (such as cha	nges in paying office,	
☐ _{THIS SU}	IPPLEMENTAL AGREEMENT I	S ENTERED IN	TO PUR	SUANT TO AUTHORITY O	F:			
	(Specify type of modification an 3 - Changes-Time-and-Materials o		(SEPT 20	00)				
E.IMPOR	TANT: Contractor IS required to	sign this docum	nent and r	eturn copies to the issuing off	ice.			
14. DESCRII	PTION OF AMENDMENT/MODI	FICATION (Or	ganized b	y UCF section headings, inclu	iding solicitation/co	ontract matter who	ere feasible.)	
ORDER MO	D DATED: 07/24/2020	Proposal Da	ted: 07/24	/2020		Order ID: ID04	170096	
PERFORMA 12/01/2017	NCE PERIOD FROM:	PERFORMA 08/31/2020	ANCE PE	RIOD TO:		Desired Delive	ry Date:	
ITEM NO	TASK ITEM DESCR	IPTION	Pl	REVIOUS MOD AMOUNT	MOD CH AMOI		NEW MOD AMOUNT	
0001	Contact Center Agent Services La	abor (9 mos)		\$1,659,571.54		\$0.00	\$1,659,571.54	
0002	Other Direct Costs (Travel and M	aterials) (9		\$5.355.00		\$0.00	\$5.355.00	

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,675,515.00	\$0.00	\$4,675,515.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$6,322,578.06	\$3,236,482.86	\$9,559,060.92
2004	CAF Fee (0.75%)	\$82,563.94	\$24,273.62	\$106,837.56
ID04170096				

ID04170096

The purposes of this modification are:

1 To add funding to:

CLIN 2003 - Option Line Items (T&M), and

CLIN 2004 - CAF (FFP)

2 To increase the Awarded Ceilings for CLIN 2003 - Option Line Items (T&M), CLIN 2004 - Contract Award Fee (Cost Reimbursable), and the Total Contract Award Ceiling

The changes to the funded amounts and awarded ceilings are as follows:

Option Year II

Change Option Year II Awarded Ceiling as follows:

FROM: \$11,091,061 00 TO: \$14,351,817 48 BY: \$3,260,756 48

Change Option Year II Funded Ceiling as follows:

FROM: \$11,091,061 00 TO: \$14,351,817 48 BY: \$3,260,756 48

CLIN 2001: Contact Center Agent Services: Labor - Firm Fixed Price (FFP)

Awarded Ceiling Price: \$4,675,515 00 Funded Ceiling: \$4,675,515 00

CLIN 2001 is fully funded and remains unchanged

CLIN 2002: ODCs - Cost Reimbursable (CR)

Awarded Ceiling Price: \$10,404 00 Funded Ceiling: \$10,404 00

CLIN 2002 is fully funded and remains unchanged

CLIN 2003: Option Line Items - Time & Material (T&M)

Change Awarded Ceiling as follows:

FROM: \$6,322,578 06 TO: \$9,559,060 92 BY: \$3,236,482 86

Change Funded Ceiling as follows:

FROM: \$6,322,578 06 TO: \$9,559,060 92 BY: \$3,236,482 86 CLIN 2003 is fully funded

CLIN 2004: Contract Access Fee (CAF) - Cost Reimbursable

Change Awarded Ceiling Price as follows:

FROM: \$82,563 94 TO: \$106,837 56 BY: \$24,273 62

Change Funded Ceiling as follows:

FROM: \$82,563 94 TO: \$106,837 56 BY: \$24,273 62

CLIN 2004 is fully funded

Total Task Order Value

Change Task Order Awarded Ceiling as follows:

FROM: \$38,388,376 56 TO: \$41,649,133 04 BY: \$3,260,756 48

(Includes Base year, options, and Option to Extend Services 52 217-8 if exercised)

Change Task Order Total Funded Amount as follows:

FROM: \$20,635,368 01 TO: \$23,896,124 49 BY: \$3,260,756 48

3 All other terms and conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287						
	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE			
Cost To GSA:	\$20,635,368.01	\$23,896,124.49 \$3,260,75				
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.						
15A. NAME AND TITLE OF SIGNER(Type or print) nancy wright		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)				
15B. CONTRACTOR/OFFEROR nancy wright	15C. DATE SIGNED 07/27/2020	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 07/27/2020			
(Signature of person authorized to sign)		(Signature of person authorized to sign)				
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-8 Prescribed by GSA FAR (48 CFR) 53.24				

AM	ENDMENT OF SOLICITA	ATION/MO	DIFICA	TION OF CONTRAC		.CONTI	RACT ID	PAGE 1 OF 3 PAGE(S)
2.AMENDMI ID04170096 /	ENT/MODIFICATION NO. 013	3.EFFECTI DATE 05/04/2020	VE	4.REQUISITION/PURCHA REQ.NO. A21631568	SE 5	.PROJE	CT NO. (if app	plicable)
	4			7. ADMINISTERED BY (If Matthew F Wright (5) (6)	other than Iter	m 6)		
	D ADDRESS OF CONTRACTOR	(No., street, co	ounty, Stat	e and ZIP Code)	9	A. AME	NDMENT OF	SOLICITATION NO.
Timothy Rice MAXIMUS Fo	ederal Services, Inc				9	B. DAT	ED (SEE ITEN	M 11)
3120 Fairview	Park Dr Ste 400 RCH , VA 22042-4570				N G T	IO. SS00V08 YPE OF	DIFICATION PDD0068 / 470 MODIFICAT t + Admin Cha	TION:
CODE		FACILITY	CODE			10B. DATED (SEE ITEM 11) 03/31/2020 12:00 AM		
	11.THIS IT	EM ONLY	APPLI	ES TO AMENDMENT	S OF SOLI	ICITA'	TIONS	
O is extended Offers must a (a) By comple By separate le RECEIVED A OF YOUR OF	e numbered solicitation is amended 1 O is not extended. cknowledge receipt of this amendnesting items 8 and 15, and returning terror telegram which includes a real THE PLACE DESIGNATED FFFER. If by virtue of this amendmenter makes reference to the solicitat TING AND APPROPRIATION D.	copies of the copies to the copies to the copies to the Copies and the copies and this and th	amendmen solicitation EIPT OF 0 to change mendment,	date specified in the solicitat ent; (b) By acknowledging rec n and amendment numbers. F DFFERS PRIOR TO THE HO an offer already submitted, su	ion or as amen reipt of this am FAILURE OF DUR AND DA ach change ma	nded, by nendmen YOUR A TE SPE by be made	t on each copy ACKNOWLEI CIFIED MAY de by telegram	of the offer submitted; or (c) OGMENT TO BE RESULT IN REJECTION
285F . Q04F	A000 . AA20 . 25 . AF151 . H08 .		DI IEC T	TO MODIFICATIONS	OF CONTI	DACT	S/ODDEDS	
				CT/ORDER NO. AS D				•
THIS CHORDER NO.	ANGE ORDER IS ISSUED PURS IN ITEM 10A.	UANT TO: (S	pecify Au	thority) THE CHANGES SE	T FORTH IN I	ITEM 14	ARE MADE	IN THE CONTRACT
	OVE NUMBERED CONTRACT/0 date, etc.) SET FORTH IN ITEM					HANGE	ES (such as cha	anges in paying office,
	PPLEMENTAL AGREEMENT IS (c) Contract Terms and Condition				F:			
OTHER	(Specify type of modification and	l authority)						
E.IMPOR	ΓΑΝΤ: Contractor IS required to	sign this docur	nent and r	eturn 1 copies to the issuing of	office.			
14. DESCRIP	TION OF AMENDMENT/MODII	FICATION (O	ganized b	y UCF section headings, inclu	uding solicitati	on/conti	act matter who	ere feasible.)
ORDER MOD DATED: 04/30/2020 Proposal Dated: 04/3			ted: 04/30	/2020			Order ID: ID04	1170096
PERFORMA 12/01/2017	NCE PERIOD FROM:	PERFORM 08/31/2020	ANCE PE	RIOD TO:]	Desired Delive	ry Date:
ITEM NO	TASK ITEM DESCRI	PTION	PI	REVIOUS MOD AMOUNT		CHA MOUN	I	NEW MOD AMOUNT
0001	Contact Center Agent Services La	oor (9 mos)		\$1,659,571.54			\$0.00	\$1,659,571.54

	l .			
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,265,511.00	\$410,004.00	\$4,675,515.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$1,473,992.00	\$4,848,586.06	\$6,322,578.06
2004	CAF Fee (0.75%)	\$43,124.00	\$39,439.94	\$82,563.94
The nurnoses	of this modification are:			

The purposes of this modification are:

1 To add funding to:

CLIN 2001 - Contact Center Agent Services: Labor - FFP,

CLIN 2003 - Option Line Items (T&M), and

CLIN 2004 - CAF (FFP)

2 To increase the Awarded Ceilings for CLIN 2003 - Option Line Items (T&M), CLIN 2004 - Contract Award Fee (Cost Reimbursable), and the Total Contract Award Ceiling

The changes to the funded amounts and awarded ceilings are as follows:

Option Year II

Change Option Year II Awarded Ceiling as follows:

FROM \$ 6,246,472 00

TO \$11,091,061 00

BY \$ 4,844,589 00

Change Option Year II Funded Ceiling as follows:

FROM \$ 5,793,031 00

TO \$11,091,061 00

BY \$5,298,030 00

CLIN 2001: Contact Center Agent Services: Labor - Firm Fixed Price

Awarded Ceiling Price: \$4,675,515 00 (no change)

Change Funded Ceiling as follows:

FROM \$4,265,511 00

TO \$4,675,515 00

BY \$ 410,004 00

CLIN 2001 is now fully funded

CLIN 2002: ODCs - Cost Reimbursable Awarded Ceiling Price: \$10,404 00

Funded Ceiling: \$10,404 00

CLIN 2002 is fully funded and remains unchanged

CLIN 2003: Option Line Items - Time & Material

Change Awarded Ceiling as follows:

FROM \$1,514,053 00

TO \$6,322,578 06 BY \$4,808,525 06

Change Funded Ceiling as follows:

FROM \$1,473,992 00

TO \$6,322,578 06

BY \$4,848,586 06

CLIN 2003 is now fully funded

CLIN 2004: Contract Access Fee (CAF) - Cost Reimbursable

Change Awarded Ceiling Price as follows:

FROM \$46,500 00

TO \$82,563 94

BY \$36,063 94

Change Funded Ceiling as follows:

FROM \$43,124 00

TO \$82,563 94

BY \$39,439 94

CLIN 2004 is now fully funded

Total Task Order Value

Change Task Order Awarded Ceiling as follows:

FROM \$33,543,787 56

TO \$38,388,376 56

BY \$ 4,844,589 00

(Includes Base year, options, and Option to Extend Services 52 217-8 if exercised)

Change Task Order Total Funded Amount as follows:

FROM \$15,337,338 01

TO \$20,635,368 01

BY \$5,298,030 00

- 3 To state that the labor skill mix and quantities will be determined by the rate of demand, and are to be coordinated between the CDC-INFO and Maximus Federal in accordance with Task 5 Surge and Scalability of the PWS
- 4 To incorporate Labor Rates for Surge in accordance with PWS Task 5 (Surge/Event Response Inquiry Handling), Task 6 1 (Surge/Event State Workforce Management), Task 8 (Surge/Event State: Quality Assurance, Customer Satisfaction and Training), and Section 6; and to incorporate Software License rates for Surge
- A As a result of the Surge, discounted T&M rates are hereby incorporated as follows: see attached document (Post Award Collaboration)

- B As a result of the aforementioned Surge, Software License fees and Headset equipment costs per user are hereby added as follows: see attached document (Post Award Collaboration)
- 5 To incorporate Enhancements IAW PWS Task 18A, specifically to provide for "Upgrade Microsoft Dynamics 365 Client" as stated in Future Enhancement Report, 11 Dec 2019, Section 2 4 1 Business Problem Funding will be provided on the Task Order with CLIN 2003G See PWS Section 9 0 (Refresher Technology-Optional services) for details
- 6 To incorporate 52 232-22 Limitation of Funds
- 7 To revise/correct/clarify language at: Section 7 0, Task 6 1 a i (pg 20), and Sections 8 0 (pg 45), 9 0 (pg 46), and 10 0 (pg47)

(a) Section 7 0, Task 6 1 a i is changed as follows:

FROM: Offering overtime as an extension of normal working hours or split shift; overtime must be approved by the Government, with an executed contract modification TO: Offering overtime (to include nights, weekends, and/or holidays) as an extension of normal working hours or split shift; overtime must be approved by the Government, with an executed contract modification

(b) Sections 8 0 is changed as follows:

FROM: This OPTIONAL CLIN (Implementation of New Programs and Services) is currently unfunded In the event funding becomes available a fully negotiated modification will be executed to add this item to the task order

TO: This OPTIONAL CLIN x003F (Implementation of New Programs and Services) is currently partially funded

Section 9 (

FROM: This CLIN x (Refresher Technology - Optional services) is currently unfunded. In the event funding becomes available a fully negotiated modification will be executed to add this item to the task order.

TO: This CLIN x003G (Refresher Technology - Optional services) is currently partially funded

Section 10.0

FROM: This CLIN (Surge and Scalability - Optional services) is currently unfunded. In the event funding becomes available a fully negotiated modification will be executed to add this item to the task order.

TO: This CLIN x003B (Surge and Scalability - Optional services) is currently funded

- 8 Any ODCs shall be approved by CDC-INFO and invoiced in accordance with the terms of the task order
- 9 To restate, Maximus Federal Services, Inc shall only invoice for the actual hours incurred during the performance of the surge and scalability activity under the T&M CLIN, and shall only be paid for actual hours worked
- 10 All other terms and conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

DDIOD AMOUNT

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT	INCREASE/DECREASE				
Cost To GSA:	\$15,337,338.01	\$20,635,368.01	\$5,298,030.00				
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.							
15A. NAME AND TITLE OF SIGNER(Type or print) Timothy Rice 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright 16 (1) (6) (6)							
15B. CONTRACTOR/OFFEROR Timothy Rice	15C. DATE SIGNED 05/01/2020	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 05/04/2020				
(Signature of person authorized to sign)		(Signature of person authorized to sign)					
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83 Prescribed by GSA FAR (48 CFR) 53.24:					

NEW AMOUNT

INCREASE/DECREASE

ORDER FOR	SUPPLIES AND SE	RVICES		IMPORTAN instructions 553.370-300- distribution	in GSAR	PAGI	E 1 OF 2 PAGE(S)
1 DATE OF ORDER 03/30/2020		2 ORDER NUME 47QFSA18F0008	BER	3 CONTRAC GS00V08PD	CT NUMBER D0068	4 ACT N A216315	NUMBER 68
FOR	5. A	ACCOUNTING CLASSIFIC	CATION		6. FIN	ANCE D	IVISION
GOVERNMENT USE	FUND 285F	ORG CODE Q04FA000	B/A CODE AA20	O/C CODE 25	AC	SS	VENDOR NAME
ONLY	FUNC CODE AF151	C/E CODE H08	PROJ /PROS NO	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC-B	PRT /CRFT		AI	LC	DISCOUNT
7 TO: CONTRACTOR (Name, address and zip code Timothy Rice)				8 TYPE OF O B DELIVERY		REFERENCE YOUR
MAXIMUS Federal Services, Inc 3150 FAIRVIEW PARK DR STE 100 FALLS CHURCH, VA 22042-4504 United States					specified on bo	oth sides of	ng on the terms the order and the cluding delivery
						ntained on s issued su	this side only of bject to the terms
					C MODIFICA NO 012 TYPE OF MODIFICATI B Administrat Change (No Fe POP Date Cha	ON: ive inding or	AUTHORITY FOR ISSUING
9A EMPLOYER'S IDENTIFICATION NUMBER 202998066			9B CHECK, WITHHOLD		Except as prov conditions of the heretofore mod	he original	
10A CLASSIFICATION G9 Other than one of the preceding					10B TYPE OF ORGANIZAT C Corporation	ION	SS
11 ISSUING OFFICE (Address, zip code, and teleph GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States 5) (6)	one no.)	MAXIMUS FEDE P O BOX 643014 PITTSBURGH, P ₄ United States	ERAL SERVICE	ŕ	13 SHIP TO(<i>and telephone</i> Nancy Lindsey 1600 Clifton R Room 113 MS Atlanta, GA 3(United States	no.) oad, NE B G21	address, zip code ldg 19
14 PLACE OF INSPECTION AND ACCEPTANCE Nancy Lindsey 1600 Clifton Road, NE Bldg 19 Room 113 MS G21 Atlanta, GA 30329-0000 United States		,		15 REQUISI telephone no. Crystal L Cra GSA Region 77 Forsyth St Atlanta, GA United States (b) (6)	ITION OFFICE) awford 4 s SW 30303-3490	(Name, syn	nbol and
16 F O B POINT Destination		17 GOVERNMEN	NT B/L NO	18 DELIVE POINT ON C 08/31/2020		TERMS NET 30 I	NT/DISCOUNT DAYS / 0 00 % 0 0 00 % 0 DAYS

The purpose of Modification 012 is to recognize the duly signed and executed Novation Agreement entered into with the United States of America (Government), General Dynamics Information Technology, Inc (Transferor) and MAXIMUS Federal Services, Inc (Transferee) with an effective date of November 16, 2018 In accordance with the agreement, the Transferor transfers to the Transferee all assets and the Transferee has assumed all obligations and liabilities of the Transferor for this contract and all subsequent task orders

- 1 In accordance with FAR Part 42 12, this task order Modification 012 incorporates the terms and conditions of the Novation Agreement As such, task order ID04170096 and respective modifications issued under this task order will be amended by substituting the name MAXIMUS Federal Services, Inc in place of General Dynamics Information Technology, Inc (GDIT)
- 2 Change the information on the GSA 300 Form, Block 7 is as follows:

General Dynamics Information Technology, Inc (GDIT) 3150 Fairview Park Dr Ste 100

Falls Church, VA, 22042-4504 Cage Code: 07MU1 DUNS #: (b) (4) TIN#(b)

MAXIMUS Federal Services, Inc 3120 Fairview Park Dr Ste 400 Falls Church, VA, 22042-4570 Cage Code: 8AMZ8 DUNS #: (b) (4)

TIN(b) (4)

- 3 The Novation Agreement and supporting attachments to this GSA Form 300 are made a part of the task order and apply to all subsequent modification actions under this task order, as of March 30, 2020
- 4 All other terms and conditions remain the same

ITEM NO	SUPPLIES OR SERVICES	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT
(A)	(B)	(C)	(D)	(E)	(F)
0001	Contact Center Agent Services Labor (9 mos)	1	lot	\$1,659,571 54	\$1,659,571 54
0002	Other Direct Costs (Travel and Materials) (9 mos)	1	lot	\$5,355 00	\$5,355 00
0003	T&M, OPTION line items (9 mos)	1	lot	\$1,716,733 00	\$1,716,733 00
0004	CAF Fee (0 75%) (9 mos)	1	lot	\$27,563 00	\$27,563 00
0005	Labor for Key Personnel	1	lot	\$293,452 56	\$293,452 56
1001	Contact Center Agent Services Labor	1	lot	\$4,342,376 00	\$4,342,376 00
1002	Other Direct Costs (Travel and Materials)	1	lot	\$10,200 00	\$10,200 00
1003	T&M, OPTION line items	1	lot	\$1,445,569 91	\$1,445,569 91
1004	CAF Fee (0 75%)	1	lot	\$43,486 00	\$43,486 00
2001	Contact Center Agent Services Labor	1	lot	\$4,265,511 00	\$4,265,511 00
2002	Other Direct Costs (Travel and Materials)	1	lot	\$10,404 00	\$10,404 00
2003	T&M, OPTION line items	1	lot	\$1,473,992 00	\$1,473,992 00
2004	CAF Fee (0 75%)	1	lot	\$43,124 00	\$43,124 00

21 RECEIVING OFFICE (Name, symbol and telephone no.) CDC INFO and Print Services Branch,		TOTAL	
		From 300-A(s)	
22 SHIPPING POINT Specified in QUOTE	23 GROSS SHIP WT	GRAND TOTAL	\$15,337,338.01
24 MAIL INVOICE TO: (Include zip code) General Services Administration (FUND) The contractor shall follow these Invoice Submission Instructions. The contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order For additional assistance contact the ASSIST Helpdesk at 877-472-4877 Do NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via	25A FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B TEL 816-926-	LEPHONE NO 7287
	26A NAME OF CONTRACTING/ORDERING OFFICER (Type) Matthew F Wright		EPHONE NO
electronic submission)	26C SIGNATURE Matthew F Wright 03/31/2020	-	
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA	FORM 300 (REV 2-93)

				- 4.00		Thurst on a number of	
AMI	ENDMENT OF SOLICITAT	1		-	1.CONTRACT ID CODE PAGE 1 OF 2 PAGE(S)		
2.AMENDME ID04170096 / 0	ENT/MODIFICATION NO. 011	3.EFFECTIVE DATE 11/20/2019	4.REQUISITION/PURCHA REQ.NO. A21631568	SE 5 PROJE	ECT NO. (if applic	able)	
6. ISSUED BY GSA Region 0. Matthew F Wr 77 FORSYTH ATLANTA, G United States (b) (6)	4 right		7. ADMINISTERED BY (If Matthew F Wright (5) (6)	other than Item 6)			
	D ADDRESS OF CONTRACTOR (No., street, county, Sta	ate and ZIP Code)	9A. AM	ENDMENT OF SO	OLICITATION NO.	
Barbara H Bull GENERAL DY	l YNAMICS INFORMATION TECHN	OLOGY, INC		9B. DA7	ΓED (SEE ITEM 1	1)	
3150 FAIRVIEW PARK DR STE 100 FALLS CHURCH, VA 22042-4504 United States (b) (6)				NO. GS00V0 TYPE O	8PDD0068 / 47QFS F MODIFICATIO nistrative Change (1		
CODE		FACILITY CODE			TED (SEE ITEM 19 12:00 AM	11)	
	11.THIS ITI	EM ONLY APPL	IES TO AMENDMENT	S OF SOLICIT	ATIONS		
O is extended	e numbered solicitation is amended at 1 O is not extended. cknowledge receipt of this amendme				by one of the follo	wing methods:	
By separate le RECEIVED A OF YOUR OF	eting items 8 and 15, and returning _ etter or telegram which includes a ref AT THE PLACE DESIGNATED FO FFER. If by virtue of this amendmen tter makes reference to the solicitation	ference to the solicitation of the RECEIPT OF it your desire to change	ion and amendment numbers. F OFFERS PRIOR TO THE HO e an offer already submitted, so	FAILURE OF YOUR OUR AND DATE S uch change may be i	R ACKNOWLED PECIFIED MAY I made by telegram	GMENT TO BE RESULT IN REJECTION	
	TING AND APPROPRIATION DA A000 . AA20 . 25 . AF151 . H08						
			TO MODIFICATIONS ACT/ORDER NO. AS D				
THIS CH ORDER NO.	ANGE ORDER IS ISSUED PURSUIN ITEM 10A.	JANT TO: (Specify A	uthority) THE CHANGES SE	T FORTH IN ITEM	14 ARE MADE I	IN THE CONTRACT	
THE ABO	OVE NUMBERED CONTRACT/OI date, etc.) SET FORTH IN ITEM 14	RDER IS MODIFIED 4, PURSUANT TO TH	TO REFLECT THE ADMINI HE AUTHORITY OF FAR 43	STRATIVE CHAN .103(b).	GES (such as char	nges in paying office,	
A. BLOCK 13	PPLEMENTAL AGREEMENT IS I 3c: THIS SUPPLEMENTAL AGRE ommercial Items (Oct 2018)				R 52.212-4 (c) Con	tract Terms and	
□ _{OTHER}	(Specify type of modification and	authority)					
E.IMPORT	FANT: Contractor IS required to si	gn this document and	return copies to the issuing off	fice.			
14. DESCRIP	TION OF AMENDMENT/MODIFI	CATION (Organized	by UCF section headings, incl	uding solicitation/co	ntract matter wher	re feasible.)	
ORDER MOI	D DATED: 10/30/2019	Proposal Dated: 10/3	0/2019		Order ID: ID0417	70096	
PERFORMAN 12/01/2017	NCE PERIOD FROM:	PERFORMANCE PI 08/31/2020	ERIOD TO:		Desired Delivery	Date:	
ITEM NO	TASK ITEM DESCRIP	TION P	PREVIOUS MOD AMOUNT	MOD CH AMOL		NEW MOD AMOUNT	

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,265,511.00	\$0.00	\$4,265,511.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$1,473,992.00	\$0.00	\$1,473,992.00
2004	CAF Fee (0.75%)	\$43,124.00	\$0.00	\$43,124.00

Task Order was established under the GSA USA CONTACT (USAC) multiple award contract

Task Order ID04170096

The purpose of modification 011 is to add Federal Acquisition Regulation (FAR) Clause 52 204-25 as mandated by Section 889 of the 2019 National Defense Authorization Act Accordingly, is hereby modified as follows:

- $1\ \ \text{The following FAR}\ 52\ 204-25\ -\text{PROHIBITION}\ \text{ON CONTRACTING FOR CERTAIN TELECOMMUNICATIONS}\ \text{AND VIDEO SURVEILLANCE SERVICES}\ \text{OR}$ EQUIPMENT (AUG 2019) is hereby incorporated by reference into the Task Order and Performance Work Statement
- 2 The updated Performance Work Statement, dated 04 November 2019, is hereby attached to this modification
- 3 There is no change to the awarded funded value of this task order as the result of this modification All Terms and Conditions remain unchanged

As a reminder, funding is at CLIN level

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287						
PRIOR AMOUNT		NEW AMOUNT	INCREASE/DECREASE			
Cost To GSA:	\$15,337,338.01	\$15,337,338.01	\$0.00			
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.						
15A. NAME AND TITLE OF SIGNER(Type or Mike McHugh	print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright				
15B. CONTRACTOR/OFFEROR Mike McHugh	15C. DATE SIGNED 11/19/2019	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 11/19/2019			
(Signature of person authorized to sign)		(Signature of person authorized to sign)				
NSN 7540-01-152-8070 Previous edition unusable	STITUDINED I ONI 50 (KI					

AMENDMENT OF SOLICITATION/MOD			CATION OF CONTRAC	T 1.CO	NTRACT ID E	PAGE 1 OF 3 PAGE(S)	
2.AMENDM ID04170096 /	ENT/MODIFICATION NO. 015	3.EFFECTIVE DATE 08/26/2020	4.REQUISITION/PURCHA REQ.NO. A21631568	SE 5.PR	5.PROJECT NO. (if applicable)		
)4		7. ADMINISTERED BY (If Matthew F Wright (5) (6)	other than Item 6			
	D ADDRESS OF CONTRACTOR (No., street, county, S	tate and ZIP Code)	9A. A	AMENDMENT OF	SOLICITATION NO.	
nancy wright MAXIMUS Federal Services, Inc 3120 Fairview Park Dr Ste 400 FALLS CHURCH, VA 22042-4570 United States (b) (6)				10A. NO. GS00 TYP	DATED (SEE ITER MODIFICATION W08PDD0068 / 470 E OF MODIFICAT nount + Admin Cha	OF CONTRACT/ORDER QFSA18F0008 FION:	
CODE		FACILITY CODE			DATED (SEE ITE //2020 12:00 AM	EM 11)	
	11.THIS ITI	EM ONLY APPI	LIES TO AMENDMENT	S OF SOLICI	TATIONS		
□ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ○ is extended ○ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. 12.ACCOUNTING AND APPROPRIATION DATA (If required)							
2001 . Q041		ONLY APPLIES	TO MODIFICATIONS ACT/ORDER NO. AS D			J.	
THIS CHOOLER NO.	IANGE ORDER IS ISSUED PURSU IN ITEM 10A.					IN THE CONTRACT	
THE AB	THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b).						
THIS SU	PPLEMENTAL AGREEMENT IS I	ENTERED INTO PU	RSUANT TO AUTHORITY O	F:			
	OTHER (Specify type of modification and authority) Authority: FAR 52.217-9 Option to Extend the Term of the Contract						
E.IMPOR	TANT: Contractor IS required to si	ign this document and	d return copies to the issuing off	ice.			
14. DESCRIF	TION OF AMENDMENT/MODIFI	CATION (Organized	d by UCF section headings, incl	uding solicitation/o	contract matter who	ere feasible.)	
ORDER MO	D DATED: 08/11/2020	Proposal Dated: 08/	11/2020		Order ID: ID04	1170096	
PERFORMA 12/01/2017	NCE PERIOD FROM:	PERFORMANCE I 08/31/2021	PERIOD TO:	Desired Delivery Date:		ry Date:	
ITEM NO	TASK ITEM DESCRIF	PTION	PREVIOUS MOD AMOUNT	MOD C AMO		NEW MOD AMOUNT	
0001	Contact Center Agent Services Lab	or (0 mos)	\$1 659 571 54	70	\$0.00	\$1,659,571,54	

12/01/2017	08/31/2021			
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,675,515.00	\$0.00	\$4,675,515.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$9,559,060.92	\$0.00	\$9,559,060.92
2004	CAF Fee (0.75%)	\$106,837.56	\$0.00	\$106,837.56
3001	Contact Center Agent Services Labor	\$0.00	\$4,736,192.00	\$4,736,192.00

3002	Other Direct Costs (Travel and Materials)	\$0.00	\$10,612.00	\$10,612.00
3003	T&M, OPTION line items	\$0.00	\$1,546,355.00	\$1,546,355.00
3004	CAF Fee (0.75%)	\$0.00	\$47,199.00	\$47,199.00

Task Order is established under the GSA USA CONTACT (USAC) multiple award contract

Task Order ID04170096

The purposes of (Bilateral) Modification 015 are to:

1 Incorporate Wage Determinations (WDs):

#2015 - 5151, Rev 13 Mississippi, and

#2015 - 5469, Rev 12 Arizona All other / previous WDs are hereby deleted

2 Exercise and fully fund Option Year Three (3) of the subject task order in accordance with Performance Work Statement (PWS) dated August 4, 2020

As a reminder, funding is at CLIN level

The awarded, funded amounts and CLIN distributions are as follows:

Option Year 3 (revised) 09/01/2020 - 08/31/2021

Option Year 3 Awarded Ceiling: \$6,340,358 00 Funded Amount: \$6,340,358 00 (fully funded)

Task Item (TI)/CLIN 3001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,736,192 00 b Funded Ceiling Total - \$4,736,192 00

TI/CLIN 3002: ODCs - Cost Reimbursable

a Awarded Price: \$10,612 00 b Funded Ceiling: \$10,612 00

Travel

a Awarded Ceiling: \$5,306 00 b Funded Ceiling: \$5,306 00

Material

a Awarded Ceiling: \$5,306 00 b Funded Ceiling: \$5 306 00

TI/CLIN 3003: Option Line Items (T&M) a Awarded Ceiling: \$1,546,355 00 b Funded Ceiling: \$1,546,355 00

TI/CLIN 3004: CAF Fee (0 75%) (Firm Fixed Price): \$47,199 00

Funded Ceiling: \$47,199 00

The total task order awarded ceiling is \$41,649,133 04 (Unchanged)

(Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The total funded ceiling is \$30,236,482 49 (increased from \$23,896,124 49 by \$6,340,358 00)

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

All Terms and Conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$23,896,124.49	\$30,236,482.49	\$6,340,358.00

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

circot.						
15A. NAME AND TITLE OF SIGNER(Type or panery wright	orint)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)				
15B. CONTRACTOR/OFFEROR nancy wright	15C. DATE SIGNED 08/26/2020	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 08/26/2020			
(Signature of person authorized to sign)		(Signature of person authorized to sign)				
NSN 7540-01-152-8070 Previous edition unusable			FORM 30 (REV. 10-83) GSA FAR (48 CFR) 53.243			

AMENDMENT OF SOLICITATION/MODIFICATION OF CONT			ATION OF CONTRAC	T 1.CO	NTRACT ID	PAGE 1 OF 5 PAGE(S)	
2.AMENDM ID04170096 /	ENT/MODIFICATION NO. 010	3.EFFECTI DATE 09/26/2019	VE	4.REQUISITION/PURCHA REQ.NO. A21631568	SE 5.PRO	OJECT NO. (if ap	plicable)
)4			7. ADMINISTERED BY (If Matthew F Wright (5) (6)	other than Item 6)		
	D ADDRESS OF CONTRACTOR (No., street, co	ounty, Stat	e and ZIP Code)	9A. A	MENDMENT O	F SOLICITATION NO.
Barbara H Bull GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3150 FAIRVIEW PARK DR STE 100 FALLS CHURCH, VA 22042-4504 United States (5) (6)				10A. NO. GS00 TYPI	ATED (SEE ITE MODIFICATION V08PDD0068 / 47 G OF MODIFICA Jount + Admin Ch	OF CONTRACT/ORDER QFSA18F0008 TION:	
CODE		FACILITY	CODE			DATED (SEE IT) /2019 12:00 AM	EM 11)
	11.THIS IT	EM ONLY	APPLI	ES TO AMENDMENT	S OF SOLICI	FATIONS	
O is extended Offers must a (a) By comple By separate le RECEIVED A OF YOUR O telegram or le	The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers O is extended O is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning _ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or telegram which includes a reference to the solicitation and amendment numbers. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment your desire to change an offer already submitted, such change may be made by telegram or letter, provided each telegram or letter makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified. 12.ACCOUNTING AND APPROPRIATION DATA (If required)						
				O MODIFICATIONS CT/ORDER NO. AS D			S.
THIS CHORDER NO.	IANGE ORDER IS ISSUED PURSU IN ITEM 10A.	JANT TO: (S	pecify Au	thority) THE CHANGES SE	Γ FORTH IN ITE	И 14 ARE MADE	E IN THE CONTRACT
THE AB	OVE NUMBERED CONTRACT/O date, etc.) SET FORTH IN ITEM 1	RDER IS MO 4, PURSUAN	DIFIED T	TO REFLECT THE ADMINI E AUTHORITY OF FAR 43.	STRATIVE CHAI 103(b).	NGES (such as ch	anges in paying office,
	PPLEMENTAL AGREEMENT IS a) bilateral modifications	ENTERED IN	TO PUR	SUANT TO AUTHORITY O	F:		
OTHER	(Specify type of modification and	authority)					
	FANT: Contractor IS required to s		nent and r	eturn copies to the issuing off	ice.		
14. DESCRIF	TION OF AMENDMENT/MODIF	CATION (Or	ganized b	y UCF section headings, inclu	iding solicitation/c	ontract matter wh	ere feasible.)
ORDER MOD DATED: 09/17/2019					4170096		
PERFORMA 12/01/2017	NCE PERIOD FROM:	PERFORM 08/31/2020	ANCE PE	RIOD TO:		Desired Deliv	ery Date:
ITEM NO	TASK ITEM DESCRIP	PTION	PI	REVIOUS MOD AMOUNT	MOD CI AMO		NEW MOD AMOUNT
0001	Contact Center Agent Services Lab	or (9 mos)		\$1,659,571.54		\$0.00	\$1,659,571.54

12/01/2017	08/31/2020			
ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$4,342,376.00	\$0.00	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,445,569.91	\$0.00	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00
2001	Contact Center Agent Services Labor	\$4,265,511.00	\$0.00	\$4,265,511.00
2002	Other Direct Costs (Travel and Materials)	\$10,404.00	\$0.00	\$10,404.00
2003	T&M, OPTION line items	\$1,348,254.13	\$125,737.87	\$1,473,992.00
2004	CAF Fee (0.75%)	\$43,124.00	\$0.00	\$43,124.00
Task Order w	vas established under the GSA USA CONTACT (USA	AC) multiple award contract		

Task Order ID04170096

On September 19, 2019, a quote was submitted by Barbara Bull, General Dynamics Information Technologies Performance shall be in accordance with all provisions and specifications as stipulated herein, in accordance with quote received and the Performance Work Statement (PWS) dated September 20, 2019

The purpose of this modification 010:

The purposes of this modification include pricing modifications and non-pricing modification to:

1 Incorporate Wage Determinations (WDs):

#2015 - 5151, Rev 11 Mississippi and

#2015 - 5469, Rev 10 Arizona All other / previous WDs are hereby deleted

2 Incorporate revised Performance Work Statement (PWS), dated September 20, 2019

To include

- a Change the key personnel position of Quality Assurance Manager to full time
- b Clarify / enhance PWS requirements regarding training program and CRM search processes
- c Update Section 6 Performance Metrics Summary
- d Update Appendix A Emergency Report Data Definitions
- e See additional changes highlighted in yellow in the PWS
- 3 Increase the total contract value

As a reminder, funding is at CLIN level

BASE PERIOD OF PERFORMANCE: 12/01/2017 - 08/31/2018

Base Awarded Ceiling: \$3,702,675 56

Changed from \$3,702,675 10 to \$3,702,675 56 for a decrease of \$-0 46

Base Funded Amount: \$3,702,675 10

Task Item (TI)/CLIN 0001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$1,659,572 00

changed from \$1,659,571 54 to \$1,659,572 00 for a decrease of \$-0 46

b Funded Ceiling: \$1,659,571 08 -

changed from \$1,659,571 54 to \$1,659,571 08 for an increase of \$0 46

TI/CLIN 0002: ODCs - Cost Reimbursable

a Awarded Price: \$5,355 00 b Funded Ceiling: \$5,335 00

Travel

a Awarded Ceiling: \$2,498 00 b Funded Ceiling: \$2,498 00

Material

a Awarded Ceiling: \$2,857 00 b Funded Ceiling: \$2,857 00

TI/CLIN 003: Option Line Items (T&M) a Awarded Ceiling: \$1,716,733 00

b Total Funded Ceiling: \$1,716,733 00

TI/CLIN 004: CAF Fee (0 75%) (Firm Fixed Price):

a Awarded Ceiling: \$27,563 33 b Total Funded Ceiling: 27,563 33

TI/CLIN 005 Labor for Key Personnel -Firm Fixed Price:

a Awarded Ceiling: \$293,452 56 b Funded Ceiling: \$293,452 56' Option Year 1 09/01/2018 - 08/31/2019

Option Year 1

Awarded Ceiling: \$5,841,632 00 Funded Ceiling \$5,841,631 91

Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,342,376 00 b Funded Ceiling: \$4,342,376 00

TI/CLIN 1002: ODCs - Cost Reimbursable (no change)

a Awarded Price \$10,200 00 b Funded Ceiling: \$10,200 00

Trave

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

Material

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M) a Awarded Ceiling: \$1,445,570 00 b Funded Ceiling: \$1,445,569 91

```
TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price) (No change)
a Awarded amount: $43,486 00
b Funded Ceiling: $43,486 00
Option Year 2: 09/01/2019 - 08/31/2020
Awarded Ceiling: $6,246,472 00 -
changed from $5,793,031 00 to $6,246,472 00 for an increase of $453,441 00
Funded Ceiling (incrementally funded): $5,793,031 00 -
changed from $5,667,293 13 to $5,793,031 00 for an increase of $125,737 87
Task Item (TI)/CLIN 2001 Contact Center Agent Services: Labor - Firm Fixed Price
a Awarded Price: $4,675,515 00 -
changed from $4,265,511 00 to $4,675,515 00 for an increase of $410,004 00
b Funded Ceiling (incrementally funded): $4,265,511 00
TI/CLIN 2002: ODCs - Cost Reimbursable
a Awarded Price: $10,404 00
b Funded Ceiling: $10,404 00
a Awarded Ceiling: $5,202 00
b Funded Ceiling: $5,202 00
Material
a Awarded Ceiling: $5,202 00
b Funded Ceiling: $5,202 00
TI/CLIN 2003: Option Line Items (T&M)
a Awarded Ceiling: $1,514,053 00 -
changed from $1,473,992 00 to $1,514,053 00 for an increase of $40,061 00
b Funded Ceiling: $1,473,992 00 - changed from $1,348,254 13 to $1,473,992 00 for an increase of $125,737 87
TI/CLIN 2004 CAF Fee (0 75%) (Firm Fixed Price):
a Awarded Ceiling: $46,500 00 -
changed from $43,124 00 to $46,500 00 for an increase of $3,376 00
Funded Ceiling (incrementally funded): $43,124 00
Option Year 3 - 09/01/2020 - 08/31/2021
Option Year 3
Awarded Ceiling: $6,340,358 00 -
changed from $5,841,172 32 to $6,340,358 00 for an increase of $499,185 68
Funded Ceiling: $0 00
Task Item (TI)/CLIN 3001 Contact Center Agent Services: Labor - Firm Fixed Price
a Awarded Price: $4,736,192 00 -
changed from $4,284,646 00 to $4,735,192 00 for an increase of $451,546 00
b Funded Ceiling Total - $0 00
TI/CLIN 3002: ODCs - Cost Reimbursable
a Awarded Price: $10,612 00
b Funded Ceiling: $0
a Awarded Ceiling: $5,306 00
b Funded Ceiling: $0
Material
a Awarded Ceiling: $5,306 00
b Funded Ceiling:
TI/CLIN 3003: Option Line Items (T&M)
a Awarded Ceiling: $1,546,355 00 -
changed from $1,502,431 32 to $1,546,355 00 for an increase of $43,923 68
b Funded Ceiling: $0
TI/CLIN 3004: CAF Fee (0 75%) (Firm Fixed Price):
a Awarded Ceiling: $47,199 00 -
changed from $43,483 00 to $47,199 00 for an increase of $3,716 00
Funded Ceiling: $0
Option Year 4 - 09/01/2021 - 08/31/2022
Option Year 4 Awarded Ceiling:
changed from (b)
Funded Ceiling: $0 00
Task Item (TI)/CLIN 4001 Contact Center Agent Services: Labor - Firm Fixed Price
a Awarded Price: (b) (4)
changed from (b)
b Funded Ceiling Total (b) (4)
TI/CLIN 4002: ODCs - Cost Reimbursable
a Awarded Price:
b Funded Ceiling:
```

Travel

```
a Awarded Ceiling: (b) (4)
b Funded Ceiling:
Material
a Awarded Ceiling:
b Funded Ceiling:
TI/CLIN 4003: Option Line Items (T&M)
a Awarded Ceiling:
changed from (b)
b Funded Ceiling:
TI/CLIN 4004: CAF Fee (0 75%) (Firm Fixed Price):
a Awarded Ceiling:
changed from (b)
b Funded Ceiling:
Option Year 5 - 09/01/2022 - 11/30/2022 (3 months)
Option Year 5 - Awarded Ceiling:
changed (b) (4)
Funded Ceiling: 1744
TI/CLIN 5001 Contact Center Agent Services: Labor - Firm Fixed Price
a Awarded Price:
changed from (b)
b Funded Ceiling Total -
TI/CLIN 5002: ODCs - Cost Reimbursable
a Awarded Price (b) (4)
b Funded Ceiling:
Travel
a Awarded Ceiling: (b) (4)
b Funded Ceiling:
Material
a Awarded Ceiling: (b) (4)
b Funded Ceiling:
TI/CLIN 5003: Option Line Items (T&M)
a Awarded Ceiling:
changed from (b)
b Funded Ceiling of TI/CLIN 5004: CAF Fee (0 75%) (Firm Fixed Price):
a Awarded Ceiling: (b)
from (b)
Funded Ceiling:
Six Month extension (no change) 12/01/2022 - 05/31/2023
Six Month extension
a Awarded Ceiling:
changed from
b Funded Ceiling: 60 (4)
Task Item (TI)/CLIN 6001 Contact Center Agent Services: Labor - Firm Fixed Price
a Awarded Price:
changed from (b)
b Funded Ceiling: (b) (4)
TI/CLIN 6002: ODCs - Cost Reimbursable
a Awarded Price: (b
b Funded Ceiling:
Travel
a Awarded Ceiling (b) (4)
b Funded Ceiling:
Material
a Awarded Ceiling (b) (4)
b Funded Ceiling:
TI/CLIN 6003: Option Line Items (T&M)
a Awarded Ceiling:
changed from (b)
b Funded Ceiling: 614
TI/CLIN 6004: CAF Fee (0 75%) (Firm Fixed Price):
a Awarded amount -

    changed from $

Funded Ceiling:
The task order awarded ceiling is (b) (4)
changed from
(Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)
The task order funded ceiling is
changed from (b) (4
The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package
All Terms and Conditions remain unchanged
```

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

Control Control Conference Conference					
	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE		
Cost To GSA:	\$15,211,600.14	\$15,337,338.01	\$125,737.87		
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.					
15A. NAME AND TITLE OF SIGNER(Type or Barbara H Bull	print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)			
15B. CONTRACTOR/OFFEROR Barbara H Bull	15C. DATE SIGNED 09/25/2019	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 09/25/2019		
(Signature of person authorized to sign)		(Signature of person authorized to sign)			
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10 Prescribed by GSA FAR (48 CFR) 53.			

ORDER	R FOR SUPPLIES AND SER	RVICES			IMPORTAN instructions 553.370-300- distribution	in GSAR		E 1 OF 2 PAGE(S
DATE OF ORDER 8/27/2019 FOR 5. ACCOUN			2 ORDER NUMBER 47QFSA18F0008		3 CONTRAI NUMBER GS00V08PD	A21631568		
FOR	5. A	ACCOUNT	ING CLASSIFI	CATION		6. I	FINANCE	DIVISION
GOVERNMENT USE ONLY	FUND 285F		ORG CODE Q04FA000	B/A CODE AA20	O/C CODE 25	AC	SS	VENDOR NAME
ONLY	FUNC CODE AF151		C/E CODE H08	PROJ /PROS NO	CC-A	MDL	FI	G/L DEBT
	W/ITEM		CC-B	PRT /CRFT		AI	LC	DISCOUNT
7 TO: CONTRACTOR (Name, address and zip Barbara H Bull GENERAL DYNAMICS INFORMATION TEC 3150 FAIRVIEW PARK DR STE 100	•					8 TYPE ORDER B DELI	VERY	REFERENCE YOUR
United States (b) (6)						terms sp order an	ecified on b	ollowing on the both sides of the ed sheets, if any, indicated
						instructionly of to the ter	ons contain his form an	is subject to ed on this side d is issued subject ditions of the ntract
						NO 009 TYPE O	ICATION: int +	AUTHORITY FOR ISSUING
9A EMPLOYER'S IDENTIFICATION NUMBI 541194322	ER			9B CHECK, WITHHOLD		and cond	litions of the	herein, all terms e original order, ied, remain
10A CLASSIFICATION G9 Other than one of the preceding							TE OF BUILD IN TERMINATION OF THE PROPERTY OF	SINESS
11 ISSUING OFFICE (Address, zip code, and telephone no.) GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States [5] (6)			12 REMITTANCE ADDRESS (MANDATORY) GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC P O BOX 643014 PITTSBURGH, PA 15264 United States			13 SHIP TO(Consignee address, zip code and telephone no.) Nancy Lindsey 1600 Clifton Road, NE Bldg 19 Room 113 MS G21 Atlanta, GA 30329-0000 United States [5] (6)		
14 PLACE OF INSPECTION AND ACCEPTA Nancy Lindsey 1600 Clifton Road, NE Bldg 19 Room 113 MS G21 Atlanta, GA 30329-0000 United States	NCE				15 REQUIS telephone no Patti Slay GSA Region 77 Forsyth S Atlanta, GA United States (b) (6)	04 treet 30308-349		ne, symbol and
16 F O B POINT Destination			17 GOVERNME	ENT B/L NO	18 DELIVE POINT ON O BEFORE 08/31/2020		PAYME TERMS NET 30	NT/DISCOUNT DAYS / 0 00 % 0 0 00 % 0 DAYS
Authority: FAR 52 217-9 Option to Extend the T		20. SCHED 03(b) (Admir						
Task Order was established under the GSA USA	CONTACT (USAC) multiple avea	ard contract						
Task Order ID04170096	22 (corre) manapie awa							

Task Order ID04170096

This modification 009 is issued to exercise Option Year Two (2) of the subject task order in accordance with Performance Work Statement (PWS) dated July 08, 2019 and update Contractor's address

As a reminder, funding is at CLIN level

The awarded, funded amounts and CLIN distributions are as follows:

Option Year 2: 09/01/2019 - 08/31/2020

Option Year 2 Awarded Ceiling: \$5,793,031 00 Funded Amount: \$5,667,293 13 (incrementally funded)

Task Item (TI)/CLIN 2001 Contact Center Agent Services: Labor ¿ Firm Fixed Price a Awarded Price: \$4,265,511 00 b Funded Ceiling: \$4,265,511 00

TI/CLIN 2002: ODCs ¿ Cost Reimbursable a Awarded Price: \$10,404 00 b Funded Ceiling: \$10,404 00

a Awarded Ceiling: \$5,202 00 b Funded Ceiling: \$5,202 00

a Awarded Ceiling: \$5,202 00 b Funded Ceiling: \$5,202 00

TI/CLIN 2003: Option Line Items (T&M)

a Awarded Ceiling: \$1,473,992 00 b Funded Ceiling: \$1,348,254 13 (incrementally funded)

TI/CLIN 2004 CAF Fee (0 75%) (Firm Fixed Price): \$43,124 00

Funded Ceiling: \$43,124 00

The total task order awarded ceiling is \$31,708,412 02

(Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$15,211,600 14 changed from \$9,544,307 01 to \$15,211,600 14 for an increase of \$5,667,293 13

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

Contractor's address is changed as stated in Block 7

All other Terms and Conditions remain unchanged

ITEM NO	SUPPLIES OR SERVICES	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT
(A)	(B)	(C)	(D)	(E)	(F)
0001	Contact Center Agent Services Labor (9 mos)	1	lot	\$1,659,571 54	\$1,659,571 54
0002	Other Direct Costs (Travel and Materials) (9 mos)	1	lot	\$5,355 00	\$5,355 00
0003	T&M, OPTION line items (9 mos)	1	lot	\$1,716,733 00	\$1,716,733 00
0004	CAF Fee (0 75%) (9 mos)	1	lot	\$27,563 00	\$27,563 00
0005	Labor for Key Personnel	1	lot	\$293,452 56	\$293,452 56
1001	Contact Center Agent Services Labor	1	lot	\$4,342,376 00	\$4,342,376 00
1002	Other Direct Costs (Travel and Materials)	1	lot	\$10,200 00	\$10,200 00
1003	T&M, OPTION line items	1	lot	\$1,445,569 91	\$1,445,569 91
1004	CAF Fee (0 75%)	1	lot	\$43,486 00	\$43,486 00
2001	Contact Center Agent Services Labor	1	lot	\$4,265,511 00	\$4,265,511 00
2002	Other Direct Costs (Travel and Materials)	1	lot	\$10,404 00	\$10,404 00
2003	T&M, OPTION line items	1	lot	\$1,348,254 13	\$1,348,254 13
2004	CAF Fee (0 75%)	1	lot	\$43,124 00	\$43,124 00

21 RECEIVING OFFICE (Name, symbol and telephone no.) CDC INFO and Print Services Branch, 404-639-2846		TOTAL	
		From 300-A(s)	
22 SHIPPING POINT Specified in QUOTE	23 GROSS SHIP WT	GRAND TOTAL	\$15,211,600.14
24 MAIL INVOICE TO: (Include zip code) General Services Administration (FUND)	25A FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B TEL 816-926-7	EPHONE NO 7287
The contractor shall follow these <u>Invoice Submission Instructions</u> The contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order For additional assistance contact the ASSIST Helpdesk at 877-472-4877 Do NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)	26A NAME OF CONTRACTING/ORDERING OFFICER(Type) Matthew F Wright	26B TEL (b) (6)	EPHONE NO
	26C SIGNATURE Matthew F Wright 08/26/2019		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA 1	FORM 300 (REV 2-93)

AN	MENDMENT OF SOLICIT	ATION/MOI	DIFICA	TION OF CONTRACT		CONTRACT ID ODE	PAGE 1 OF 3 PAGE(S)	
2.AMENDM ID04170096 /	IENT/MODIFICATION NO. / 008	3.EFFECTIV DATE 05/02/2019	VE	4.REQUISITION/PURCHAS REQ NO. A21631568	SE 51	PROJECT NO. (if app	plicable)	
	04 Vright H STREET, SW GA 30303-3490			7. ADMINISTERED BY (If Matthew F Wright b) (6)	other than Item	1 6)		
	ND ADDRESS OF CONTRACTOR	R (No., street, co	ounty, Stat	te and ZIP Code)	94	A. AMENDMENT OF	F SOLICITATION NO.	
Fernando Juan		INOLOGY INC	,		9E	B. DATED (SEE ITE)	M 11)	
GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)					NO GS TY	10A. MODIFICATION OF CONTRACT/ORDER NO. GS00V08PDD0068 / 47QFSA18F0008 TYPE OF MODIFICATION: E Amount + Admin Change		
CODE		FACILITY (CODE			10B. DATED (SEE ITEM 11) 03/21/2019 12:00 AM		
	11.THIS I	TEM ONLY	APPLI	ES TO AMENDMENT	S OF SOLI	CITATIONS		
The above O is extended	ve numbered solicitation is amende ed O is not extended.	ed as set forth in	item 14. 7	The hour and date specified fo	or receipt of Off	fers		
Offers must a	acknowledge receipt of this amend	ment prior to the	hour and	date specified in the solicitati	ion or as amend	ded, by one of the foll	lowing methods:	
By separate 1 RECEIVED OF YOUR O	leting items 8 and 15, and returning letter or telegram which includes a AT THE PLACE DESIGNATED OFFER. If by virtue of this amendmetter makes reference to the solicitation.	reference to the s FOR THE RECE tent your desire t	solicitatio EIPT OF (to change	on and amendment numbers. FOFFERS PRIOR TO THE HO an offer already submitted, su	FAÎLURE OF Y OUR AND DAT uch change may	YOUR ACKNOWLED TE SPECIFIED MAY y be made by telegran	DGMENT TO BE Y RESULT IN REJECTION	
	NTING AND APPROPRIATION IF FA000 . AA20 . 25 . AF151 . H08		ed)					
				O MODIFICATIONS CT/ORDER NO. AS D			5.	
THIS CH	HANGE ORDER IS ISSUED PUR . IN ITEM 10A.	SUANT TO: (S _J	pecify Au	thority) THE CHANGES SET	Γ FORTH IN I	TEM 14 ARE MADE	E IN THE CONTRACT	
THE AB	BOVE NUMBERED CONTRACT/ n date, etc.) SET FORTH IN ITEM	ORDER IS MO 14, PURSUAN	DIFIED T	ΓΟ REFLECT THE ADMINIS E AUTHORITY OF FAR 43.	STRATIVE CH .103(b).	HANGES (such as cha	anges in paying office,	
☐ THIS SU	JPPLEMENTAL AGREEMENT I	S ENTERED IN	TO PUR	SUANT TO AUTHORITY O	 F:			
OTHER	R (Specify type of modification an 22 Limitation of Funds							
E.IMPOR	TANT: Contractor IS NOT requi	red to sign this c	document	and return copies to the issuir	ng office.			
14. DESCRI	PTION OF AMENDMENT/MODI	IFICATION (Or	ganized b	y UCF section headings, inclu	uding solicitation	on/contract matter wh	ere feasible.)	
ORDER MO	D DATED: 05/02/2019	Proposal Dat	ted: 05/02	/2019		Order ID: ID04	4170096	
PERFORMA 12/01/2017	ANCE PERIOD FROM:	PERFORMA 08/31/2019	ANCE PE	RIOD TO:		Desired Delive	ery Date:	
ITEM NO	TASK ITEM DESCR	IPTION	PI	REVIOUS MOD AMOUNT		CHANGE MOUNT	NEW MOD AMOUNT	
0001	Contact Center Agent Services La	abor (9 mos)		\$1,659,571.54		\$0.00	\$1,659,571.54	

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$2,921,679.42	\$1,420,696.58	\$4,342,376.00
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$530,306.20	\$915,263.71	\$1,445,569.91
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00

Task Order is established under the USA CONTACT (USAC)

Task Order ID04170096

The purpose of this modification 008 is issued to fully fund Option Year One (1) As a reminder, funding is at CLIN level

This task order modification is issued in accordance with the revised Performance Work Statement (PWS), dated May 02, 2019

The awarded, funded amounts and CLIN distributions are as follows:

BASE PERIOD OF PERFORMANCE: 12/01/2017 - 08/31/2018

Base Awarded Ceiling: \$3,702,675 10 Base Funded Amount: \$3,702,675 10

Task Item (TI)/CLIN 0001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$1,659,571 54b Funded Ceiling: Total \$1,659,571 54

TI/CLIN 0002: ODCs - Cost Reimbursable

a Awarded Price: \$5,355 00 b Funded Ceiling:\$5,335 00

Travel

a Awarded Ceiling: \$2,498 00 b Funded Ceiling: \$2,498 00

Material

a Awarded Ceiling: \$2,857 00 b Funded Ceiling: \$2,857 00

TI/CLIN 003: Option Line Items (T&M) a Awarded Ceiling: \$1,716,733 00 b Total Funded Ceiling: \$1,716,733 00

TI/CLIN 004: CAF Fee (0 75%) (Firm Fixed Price): \$27,563 00

Total Funded Ceiling \$27,563 00

TI/CLIN 005 Labor for Key Personnel -Firm Fixed Price:

a Awarded Ceiling: \$293,452 56b Funded Ceiling: \$293,452 56

Option Year 1 09/01/2018 - 08/31/2019

Option Year 1

Awarded Ceiling: \$5,841,632 00

Funded Ceiling: \$5,841,631 91

Changed from \$3,505,671 62 to \$5,841,631 91 for an increase of \$2,335,960 29

Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,342,376 00

b Funded Ceiling (revised): \$4,342,376 00

changed from \$2,921,679 42 to \$4,342,376 00 for an increase of \$1,420,696 58

TI/CLIN 1002: ODCs - Cost Reimbursable (no change)

a Awarded Price \$10,200 00 b Funded Ceiling: \$10,200 00

Travel

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

Material

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M) a Awarded Ceiling \$1,445,570 00

b Funded Ceiling (revised): \$1,445,569 91

changed from \$530,306 20 to \$1,445,569 91 for an increase of \$915,263 71

TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price) (No change)

a Awarded amount: \$43,486 00 b Funded Ceiling: \$43,486 00

The task order awarded ceiling is \$31,708,412 02 - (Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$9,544,307 01 -

changed from \$7,208,346 72 to \$9,544,307 01 for an increase of \$2,335,960 29

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

All Terms and Conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change

the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

Previous edition unusable

OSA Finance Customer Support 810-920-7287					
	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASI		
Cost To GSA:	\$7,208,346.72	\$9,544,307.01	\$2,335,960.29		
Except as provided herein, all terms and condition effect.	ns of the document refer	renced in Item 9A or 10A, as heretofore changed, remains ur	nchanged and in full force and		
15A. NAME AND TITLE OF SIGNER(Type or	print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)			
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 05/02/2019		
(Signature of person authorized to sign)	-	(Signature of person authorized to sign)			
NSN 7540-01-152-8070		STAN	DARD FORM 30 (REV. 10-83)		

Prescribed by GSA FAR (48 CFR) 53.243

AN	MENDMENT OF SOLICIT	ATION/MO	DIFICA	TION OF CONTRAC	T 1.CC COL	ONTRACT ID DE	PAGE 1 OF 3 PAGE(S)	
2.AMENDM ID04170096	ENT/MODIFICATION NO. 007	3.EFFECTI DATE 03/21/2019	VE	4.REQUISITION/PURCHAS REQ NO. A21631568	SE 5 PR	OJECT NO. (if ap	plicable)	
	04			7. ADMINISTERED BY (If Matthew F Wright b) (6)	other than Item 6)		
8.NAME AN	ID ADDRESS OF CONTRACTOR	R (No., street, co	ounty, Stat	e and ZIP Code)	9A	AMENDMENT O	F SOLICITATION NO.	
Fernando Juan		INOLOGY INC	,		9B. 1	DATED (SEE ITE	M 11)	
GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (5) (6)				NO. GS00 TYP	MODIFICATION DV08PDD0068 / 47 E OF MODIFICA mount + Admin Ch	TION:		
CODE		FACILITY	CODE			10B. DATED (SEE ITEM 11) 09/19/2018 12:00 AM		
	11.THIS I	TEM ONLY	APPLI	ES TO AMENDMENT	S OF SOLIC	TATIONS		
O is extende Offers must a (a) By compl By separate 1 RECEIVED OF YOUR O	ve numbered solicitation is amended \bigcirc is not extended. acknowledge receipt of this amendeting items 8 and 15, and returning etter or telegram which includes a AT THE PLACE DESIGNATED OFFER. If by virtue of this amendm	ment prior to the copies of the reference to the FOR THE REC ent your desire	e hour and amendme solicitatio EIPT OF (to change	date specified in the solicitation; (b) By acknowledging reconn and amendment numbers. FOFFERS PRIOR TO THE HO an offer already submitted, su	ion or as amended eipt of this amend AILURE OF YO DUR AND DATE ach change may b	I, by one of the fol Iment on each cop UR ACKNOWLE SPECIFIED MA' e made by telegrar	y of the offer submitted; or (c) DGMENT TO BE Y RESULT IN REJECTION	
12.ACCOUN	etter makes reference to the solicital VTING AND APPROPRIATION I FA000 . AA20 . 25 . AF151 . H08	OATA (If requir		and is received prior to the op	pening hour and c	late specified.		
				O MODIFICATIONS CT/ORDER NO. AS D			S.	
THIS CH	HANGE ORDER IS ISSUED PUR IN ITEM 10A.	SUANT TO: (S	Specify Au	thority) THE CHANGES SET	FORTH IN ITE	M 14 ARE MADE	E IN THE CONTRACT	
THE AB	OVE NUMBERED CONTRACTA a date, etc.) SET FORTH IN ITEM	ORDER IS MC 14, PURSUAN	DIFIED T	TO REFLECT THE ADMINIS E AUTHORITY OF FAR 43.	STRATIVE CHA 103(b).	NGES (such as ch	anges in paying office,	
☐ _{THIS SU}	JPPLEMENTAL AGREEMENT I	S ENTERED IN	NTO PUR	SUANT TO AUTHORITY O	F:			
OTHER	(Specify type of modification an ity: 43.103 (b) - Administrative Ch	d authority) ange						
E.IMPOR	TANT: Contractor IS NOT requi	red to sign this	document	and return copies to the issuir	ng office.			
14. DESCRI	PTION OF AMENDMENT/MOD	FICATION (O	rganized b	y UCF section headings, inclu	iding solicitation/	contract matter wh	nere feasible.)	
ORDER MO	D DATED: 03/20/2019	Proposal Da	ited: 03/20	/2019		Order ID: ID0	4170096	
PERFORMA 12/01/2017	NCE PERIOD FROM:	PERFORM 08/31/2019	ANCE PE	RIOD TO:		Desired Deliv	ery Date:	
ITEM NO	TASK ITEM DESCR	IPTION	PI	REVIOUS MOD AMOUNT		HANGE DUNT	NEW MOD AMOUNT	
0001	Contact Center Agent Services L	abor (9 mos)	Ì	\$1.659.571.54		\$0.00	\$1.659.571.54	

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$2,371,679.42	\$550,000.00	\$2,921,679.42
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,080,306.20	(\$550,000.00)	\$530,306.20
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00

Task Order is established under the USA CONTACT (USAC)

Task Order ID04170096

The purpose of this no-cost-to-either-party modification 007 is to: 1) Realign funds
From: CLIN 1003

To: CLIN 1001 for the Option Year One (1) in the amount of \$550,000 in order to meet anticipated and upcoming charges

The breakout amounts are as follows:

a CLIN 1001 - Increase \$550,000

b CLIN 1003 - Decrease by \$550,000

2) Update the COR information and add technical assistant name

This task order modification is issued in accordance with the revised Performance Work Statement (PWS), dated March 21, 2019 and the General Dynamics Information Technology (GDIT) Limitation of Cost Notification, dated January 24, 2019

The awarded, funded amounts and CLIN distributions are as follows:

Option Year 1 09/01/2018 - 08/31/2019

Option Year 1

Awarded Ceiling: \$5,841,632 00

Funded Ceiling: \$3,505,671 62

Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,342,376 00

b Funded Ceiling (revised): \$2,921,679 42

changed from \$2,371,679 42 to \$2,921,679 42 for an increase of \$550,000

TI/CLIN 1002: ODCs - Cost Reimbursable (no change)

a Awarded Price \$10,200 00

b Funded Ceiling: \$10,200 00

Travel

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

Material

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M) (no change)

a Awarded Ceiling \$1,445,570 00

b Funded Ceiling: \$530,306 20

changed from \$1,080,306 20 to \$530,306 20 for a decrease of \$550,000

TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price) (No change)

a Awarded amount: \$43,486 00

b Funded Ceiling: \$43,486 00

The task order awarded ceiling is \$31,708,412 02

(Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$7,208,346 72

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

All other Terms and Conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$7,208,346.72	\$7,208,346.72	\$0.00

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)			
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 03/21/2019		
(Signature of person authorized to sign)		(Signature of person authorized to sign)			

NSN 7540-01-152-8070	STANDARD FORM 30 (REV. 10-83)
Previous edition unusable	Prescribed by GSA FAR (48 CFR) 53.243

AMENDMENT OF SOLICITATION/MODIFICATION			ATION OF CONTRACT	T 1.CON CODE	TRACT ID	PAGE 1 OF 2 PAGE(S)		
2.AMENDM ID04170096 /	ENT/MODIFICATION NO. 006	3.EFFECTI DATE 09/19/2018	VE	4.REQUISITION/PURCHAS REQ NO. A21631568	SE 5 PRO	5 PROJECT NO. (if applicable)		
)4			7. ADMINISTERED BY (If Matthew F Wright 6) (6)	other than Item 6)			
	D ADDRESS OF CONTRACTOR	(No., street, co	ounty, Sta	te and ZIP Code)	9A. AN	MENDMENT OF	SOLICITATION NO.	
Fernando Juar GENERAL D	ez YNAMICS INFORMATION TECH	NOLOGY, INC	!		9B. DA	TED (SEE ITEN	1 11)	
3211 JERMAI FAIRFAX, VA United States (b) (6)	NTOWN RD				NO. GS00V TYPE	IODIFICATION 08PDD0068 / 47Q OF MODIFICAT ount + Admin Cha	TON:	
CODE		FACILITY	CODE			ATED (SEE ITE 018 12:00 AM	M 11)	
	11.THIS I	TEM ONLY	APPLI	ES TO AMENDMENT	S OF SOLICIT	ATIONS		
O is extended	re numbered solicitation is amended O is not extended.					by one of the follo	owing methods:	
By separate le RECEIVED A OF YOUR O	eting items 8 and 15, and returning etter or telegram which includes a AT THE PLACE DESIGNATED I FFER. If by virtue of this amendm etter makes reference to the solicita	reference to the FOR THE REC ent your desire	solicitation EIPT OF to change	on and amendment numbers. F OFFERS PRIOR TO THE HC an offer already submitted, su	AILURE OF YOUI OUR AND DATE Sinch change may be r	R ACKNOWLEI PECIFIED MAY nade by telegram	OGMENT TO BE RESULT IN REJECTION	
	TING AND APPROPRIATION D A000 . AA20 . 25 . AF151 . H08		ed)					
				TO MODIFICATIONS CT/ORDER NO. AS D			•	
THIS CHOOLER NO.	IANGE ORDER IS ISSUED PUR IN ITEM 10A.	SUANT TO: (S	pecify Au	nthority) THE CHANGES SET	Γ FORTH IN ITEM	14 ARE MADE	IN THE CONTRACT	
THE AB	OVE NUMBERED CONTRACT/ date, etc.) SET FORTH IN ITEM	ORDER IS MC 14, PURSUAN	DIFIED TH	TO REFLECT THE ADMINI E AUTHORITY OF FAR 43.	STRATIVE CHAN(103(b).	GES (such as cha	nges in paying office,	
THIS SU	JPPLEMENTAL AGREEMENT IS	S ENTERED IN	TO PUR	SUANT TO AUTHORITY O	F:			
	(Specify type of modification an 22 Limitation of Funds	d authority)						
E.IMPOR	TANT: Contractor IS NOT requi	red to sign this	document	and return copies to the issuir	ng office.			
14. DESCRIF	PTION OF AMENDMENT/MODI	FICATION (O	rganized b	y UCF section headings, inclu	iding solicitation/co	ntract matter who	ere feasible.)	
ORDER MO	D DATED: 09/18/2018	Proposal Da	ted: 09/18	3/2018		Order ID: ID04	170096	
PERFORMA 12/01/2017	NCE PERIOD FROM:	PERFORM 08/31/2019	ANCE PE	RIOD TO:		Desired Delive	ry Date:	
ITEM NO	TASK ITEM DESCR	IPTION	Р	REVIOUS MOD AMOUNT	MOD CH AMOL		NEW MOD AMOUNT	
0001	Contact Center Agent Services La	ibor (9 mos)		\$1,659,571.54		\$0.00	\$1,659,571.54	
0002	Other Direct Costs (Travel and M mos)	aterials) (9		\$5,355.00		\$0.00	\$5,355.00	
0003	T&M, OPTION line items (9 mos)			\$1,716,733.00		\$0.00	\$1,716,733.00	

ITEM	TASK ITEM DESCRIPTION	PREVIOUS MOD MOD CHANGE		NEW MOD
NO		AMOUNT	AMOUNT	AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$2,090,839.71	\$280,839.71	\$2,371,679.42
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,080,306.20	\$0.00	\$1,080,306.20
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00

Task Order is established under the USA CONTACT (USAC)
Task Order ID04170096

The purpose of modification 06 is to incrementally fund Option Year One (1) of the subject task order in accordance with Performance Work Statement dated September 19, 2018

Option Year 1 09/01/2018 - 08/31/2019

Option Year 1

Awarded Ceiling: \$5,841,632 00 Funded Ceiling (revised): \$3,505,671 62

changed from \$3,224,831 91 to \$3,505,671 62 for an increase of \$280,839 71 Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,342,376 00

b Funded Ceiling (revised): \$2,371,679 42

changed from \$2,090,839 71 to \$2,371,679 42 for an increase of \$280,839 71

TI/CLIN 1002: ODCs - Cost Reimbursable (no change)

a Awarded Price \$10,200 00

b Funded Ceiling: \$10,200 00

Travel

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

Material

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M) (no change)

a Awarded Ceiling \$1,445,570 00

b Funded Ceiling: \$1,080,306 20

TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price) (no change)

a Awarded amount: \$43,486 00

b Funded Ceiling: \$43,486 00

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

The task order awarded ceiling is \$31,708,412 02

(Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$7,208,346 72

changed from \$6,927,507 01 to \$7,208,346 72 for an increase of \$280,839 71

All Terms and Conditions remain unchanged

Full SF30 information is located in Post Award Collaboration (PAC) in ITSS

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

Previous edition unusable

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE	
Cost To GSA:	\$6,927,507.01	\$7,208,346.72	\$280,839.71	
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.				
15A. NAME AND TITLE OF SIGNER(Type or	print)	16A. NAME AND TITLE OF CONTRACTING OFFICER Matthew F Wright (b) (6)	(Type or print)	
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 09/19/2018	
(Signature of person authorized to sign)	-	(Signature of person authorized to sign)		
NSN 7540-01-152-8070		STAN	DARD FORM 30 (REV. 10-83)	

Prescribed by GSA FAR (48 CFR) 53.243

AN	MENDMENT OF SOLICIT	ATION/MODI	FICATION OF CONTRAC	T 1.CONT CODE	TRACT ID	PAGE 1 OF 2 PAGE(S)	
2.AMENDM ID04170096 /	ENT/MODIFICATION NO. / P O 005	3.EFFECTIVE DATE 09/13/2018	4.REQUISITION/PURCHA REQ NO. A21631568	SE 5 PROJI	5 PROJECT NO. (if applicable)		
	04 Vright H STREET, SW GA 30303-3490		7. ADMINISTERED BY (If Matthew F Wright (b) (6)	other than Item 6)			
	ID ADDRESS OF CONTRACTOR	(No., street, coun	ty, State and ZIP Code)	9A. AM	ENDMENT OI	F SOLICITATION NO.	
Fernando Juai GENERAL D		NOLOGY INC		9B. DA	TED (SEE ITE	M 11)	
GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)				NO. GS00V0 TYPE C	ODIFICATION 8PDD0068 / 470 0F MODIFICAT 1nt + Admin Cha	ΓΙΟΝ:	
CODE		FACILITY CO	DDE		ATED (SEE ITE 018 12:00 AM	EM 11)	
	11.THIS I	TEM ONLY A	PPLIES TO AMENDMENT	S OF SOLICITA	ATIONS		
O is extende	ed O is not extended.		m 14. The hour and date specified for		y one of the foll	owing methods:	
By separate 1 RECEIVED OF YOUR O	etter or telegram which includes a l AT THE PLACE DESIGNATED I DFFER. If by virtue of this amendm	reference to the solution of the RECEIF ent your desire to	nendment; (b) By acknowledging redicitation and amendment numbers. PT OF OFFERS PRIOR TO THE Hehange an offer already submitted, submitted, and is received prior to the company of the co	FAÎLURE OF YOUR OUR AND DATE SP uch change may be m	ACKNOWLED ECIFIED MAY ade by telegran	DGMENT TO BE RESULT IN REJECTION	
	NTING AND APPROPRIATION D FA000 . AA20 . 25 . AF151 . H08						
			IES TO MODIFICATIONS TRACT/ORDER NO. AS D			S.	
THIS CHORDER NO.	HANGE ORDER IS ISSUED PUR IN ITEM 10A.	SUANT TO: (Spec	cify Authority) THE CHANGES SE	T FORTH IN ITEM	14 ARE MADE	IN THE CONTRACT	
THE AB appropriation	OVE NUMBERED CONTRACT/ n date, etc.) SET FORTH IN ITEM	ORDER IS MODI 14, PURSUANT	FIED TO REFLECT THE ADMINITO THE AUTHORITY OF FAR 43	ISTRATIVE CHANG .103(b).	GES (such as cha	anges in paying office,	
THIS SU	JPPLEMENTAL AGREEMENT IS	S ENTERED INTO	D PURSUANT TO AUTHORITY C	F:			
☑ OTHER 52.232.22 Lin	t (Specify type of modification an	d authority)					
E.IMPOR	TANT: Contractor IS NOT requi	red to sign this do	cument and return copies to the issui	ng office.			
			nized by UCF section headings, incl		tract matter wh	ere feasible.)	
ORDER MO	D DATED: 09/11/2018	Proposal Dated	: 09/11/2018		Order ID: ID04	4170096	
PERFORMA	NCE PERIOD FROM:	PERFORMAN	CE PERIOD TO:		Desired Delive	ery Date:	
12/01/2017		08/31/2019					
ITEM NO	TASK ITEM DESCR	IPTION	PREVIOUS MOD AMOUNT	MOD CHA AMOU		NEW MOD AMOUNT	
0001	Contact Center Agent Services La	ibor (9 mos)	\$1,659,571.54		\$0.00	\$1,659,571.54	
0002	Other Direct Costs (Travel and M mos)	aterials) (9	\$5,355.00		\$0.00	\$5,355.00	
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00		\$0.00	\$1,716,733.00	
H	\$1.50 (0.50) (0.50)				A I		

ITEM	TASK ITEM DESCRIPTION	PREVIOUS MOD	MOD CHANGE	NEW MOD
NO		AMOUNT	AMOUNT	AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$1,810,000.00	\$280,839.71	\$2,090,839.71
1002	Other Direct Costs (Travel and Materials)	\$10,200.00	\$0.00	\$10,200.00
1003	T&M, OPTION line items	\$1,080,306.20	\$0.00	\$1,080,306.20
1004	CAF Fee (0.75%)	\$43,486.00	\$0.00	\$43,486.00

Task Order is established under the USA CONTACT (USAC)
Task Order ID04170096

The purpose of modification 05 is to add incremental funding for Option Year One (1) of the subject task order in accordance with Performance Work Statement dated September 12, 2018

The awarded, funded amounts and CLIN distributions are as follows:

Option Year 1 09/01/2018 - 08/31/2019

Option Year 1:

Awarded Ceiling: \$5,841,632 00 Funded Ceiling (revised): \$3,224,831 91

changed from \$2,943,992 20 to \$3,224,831 91 for an increase of \$280,839 71

Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,342,376 00

b Funded Ceiling (revised): \$2,090,839 71

changed from \$1,810,000 00 to \$2,090,839 71 for an increase of \$280,839 71

TI/CLIN 1002: ODCs - Cost Reimbursable (no change)

a Awarded Price \$10,200 00 b Funded Ceiling: \$10,200 00

Travel

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

Material

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M) (no change)

a Awarded Ceiling \$1,445,570 00

b Funded Ceiling: \$1,080,306 20

TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price) (no change)

a Awarded amount: \$43,486 00

b Funded Ceiling: \$43,486 00

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

The task order awarded ceiling is \$31,708,412 02

(Includes Base year, Five (5) options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$6,927,507 01

changed from 6,646,667 30 to 6,927,507 01 for an increase of 280,839 71

All Terms and Conditions remain unchanged

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	INCREASE/DECREASE
Cost To GSA:	\$6,646,667.30	\$6,927,507.01	\$280,839.71

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \		16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)		
15B. CONTRACTOR/OFFEROR	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 09/13/2018	
(Signature of person authorized to sign)		(Signature of person authorized to sign)		
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-8 Prescribed by GSA FAR (48 CFR) 53.24		

AM	ENDMENT OF SOLICITA	FION/MODIFIC	CATION OF CONTRAC		1.CONTRACT ID PAGE 1 OF PAGE 1 OF PAGE(S)		
2.AMENDMI ID04170096 /	ENT/MODIFICATION NO. 004	3.EFFECTIVE DATE 08/30/2018	4.REQUISITION/PURCHA REQ NO. A21631568	SE 5 PRO.	5 PROJECT NO. (if applicable)		
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (5) (6)			7. ADMINISTERED BY (If Matthew F Wright 6) (6)	other than Item 6)			
	D ADDRESS OF CONTRACTOR (No., street, county, S	state and ZIP Code)	9A. AN	MENDMENT O	F SOLICITATION NO.	
Fernando Juar		OLOGY INC		9B. DA	TED (SEE ITE	M 11)	
GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC 3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States (b) (6)				NO. GS00V TYPE	IODIFICATION 08PDD0068 / 47 OF MODIFICA ount + Admin Ch	TION:	
CODE		FACILITY CODE			10B. DATED (SEE ITEM 11) 08/29/2018 12:00 AM		
	11.THIS ITI	EM ONLY APPI	LIES TO AMENDMENT	S OF SOLICIT	ATIONS		
O is extended	e numbered solicitation is amended at O is not extended.				6.1 . 6.1		
(a) By comple By separate le RECEIVED A OF YOUR O	eting items 8 and 15, and returning _ etter or telegram which includes a ref AT THE PLACE DESIGNATED FO FFER. If by virtue of this amendmen etter makes reference to the solicitation	copies of the amend erence to the solicita R THE RECEIPT O t your desire to chan	ment; (b) By acknowledging rection and amendment numbers. If OFFERS PRIOR TO THE HOge an offer already submitted, so	ceipt of this amendm FAILURE OF YOUL OUR AND DATE S uch change may be r	ent on each copy R ACKNOWLE PECIFIED MAY nade by telegrar	y of the offer submitted; or (c) DGMENT TO BE Y RESULT IN REJECTION	
	TING AND APPROPRIATION DA A000 . AA20 . 25 . AF151 . H08						
			S TO MODIFICATIONS ACT/ORDER NO. AS D			S.	
THIS CHORDER NO.	IANGE ORDER IS ISSUED PURSU IN ITEM 10A.	JANT TO: (Specify	Authority) THE CHANGES SE	T FORTH IN ITEM	14 ARE MADE	E IN THE CONTRACT	
	OVE NUMBERED CONTRACT/OF date, etc.) SET FORTH IN ITEM 14				GES (such as ch	anges in paying office,	
	PPLEMENTAL AGREEMENT IS E Option to Extend the Term of the C		URSUANT TO AUTHORITY O	F:			
□ _{OTHER}	(Specify type of modification and a	authority)					
E.IMPOR	FANT: Contractor IS required to si	gn this document an	d return copies to the issuing off	fice.			
14. DESCRIP	TION OF AMENDMENT/MODIFI	CATION (Organized	d by UCF section headings, incl	uding solicitation/co	ntract matter wh	iere feasible.)	
ORDER MOI	D DATED: 08/29/2018	Proposal Dated: 08/	29/2018		Order ID: ID0	4170096	
PERFORMA 12/01/2017	NCE PERIOD FROM:	PERFORMANCE 1 08/31/2019	PERIOD TO:		Desired Delivery Date:		
ITEM NO	TASK ITEM DESCRIP	PTION	PREVIOUS MOD AMOUNT	MOD CH AMOL		NEW MOD AMOUNT	

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,659,571.54	\$0.00	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$5,355.00	\$0.00	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,716,733.00	\$0.00	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$27,563.00	\$0.00	\$27,563.00
0005	Labor for Key Personnel	\$293,452.56	\$0.00	\$293,452.56
1001	Contact Center Agent Services Labor	\$0.00	\$1,810,000.00	\$1,810,000.00
1002	Other Direct Costs (Travel and Materials)	\$0.00	\$10,200.00	\$10,200.00
1003	T&M, OPTION line items	\$0.00	\$1,080,306.20	\$1,080,306.20
1004	CAF Fee (0.75%)	\$0.00	\$43,486.00	\$43,486.00

Task Order is established under the USA CONTACT (USAC)
Task Order ID04170096

This Modification 004 is to exercise Option Year One (1) to the subject task order in accordance with Performance Work Statement dated August 29, 2018

The awarded, funded amounts and CLIN distributions are as follows:

Option Year 1 09/01/2018 - 08/31/2019

Option Year 1 Awarded Ceiling: \$5,841,632 00

Task Item (TI)/CLIN 1001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$4,342,376 00 b Funded Ceiling: \$1,810,000 00

TI/CLIN 1002: ODCs - Cost Reimbursable

a Awarded Price \$10,200 00 b Funded Ceiling: \$10,200 00

Travel

a Awarded Ceiling \$5,100 00

b Funded Ceiling: \$5,100 00

Material

a Awarded Ceiling \$5,100 00

B Funded Ceiling: \$5,100 00

TI/CLIN 1003: Option Line Items (T&M) a Awarded Ceiling \$1,445,570 00 b Funded Ceiling: \$1,080,306 20

TI/CLIN 1004: CAF Fee (0 75%) (Firm Fixed Price): \$:43,486 00

Funded Ceiling: \$43,486 00

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT	INCREASE/DECREASE					
Cost To GSA:	\$3,702,675.10	\$6,646,667.30 \$2,943,992.2						
Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.								
15A. NAME AND TITLE OF SIGNER(Type or pernando Juarez	orint)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (b) (6)						
15B. CONTRACTOR/OFFEROR Fernando Juarez	15C. DATE SIGNED 08/30/2018	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 08/30/2018					
(Signature of person authorized to sign)		(Signature of person authorized to sign)						
NSN 7540-01-152-8070 Previous edition unusable		STANDARD FORM 30 (REV. 10-83) Prescribed by GSA FAR (48 CFR) 53.243						

AM	IENDMENT OF SOLICITA	TION/MOD)IFICA	ATION OF CONTRACT	T	1.CONTRACT ID CODE	PAGE 1 OF 2 PAGE(S)	
2.AMENDMI ID04170096 /	ENT/MODIFICATION NO. 003	3.EFFECTIVEDATE 08/29/2018	E	4.REQUISITION/PURCHAS REQ NO. A21631568	SE	5 PROJECT NO. (if applicable)		
	04			7. ADMINISTERED BY (If Matthew F Wright b) (6)	other than It	em 6)		
	D ADDRESS OF CONTRACTOR	(No., street, cou	inty, Sta	te and ZIP Code)		9A. AMENDMENT O	F SOLICITATION NO.	
Fernando Juaro	ez YNAMICS INFORMATION TECHI	NOLOGY INC				9B. DATED (SEE ITE	M 11)	
3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States						10A. MODIFICATION NO. GS00V08PDD0068 / 47 TYPE OF MODIFICA E Amount + Admin Cha	TION:	
CODE		FACILITY C	ODE			10B. DATED (SEE ITEM 11) 04/24/2018 12:00 AM		
	11.THIS IT	EM ONLY	APPLI	IES TO AMENDMENT	S OF SOI	LICITATIONS		
O is extended	ve numbered solicitation is amended d O is not extended.						lowing methods:	
By separate le RECEIVED A OF YOUR OI telegram or le	eting items 8 and 15, and returning etter or telegram which includes a reAT THE PLACE DESIGNATED FFER. If by virtue of this amendmeetter makes reference to the solicitat	eference to the second THE RECE on the your desire to the second and this ame	olicitation IPT OF o change endment	on and amendment numbers. F OFFERS PRIOR TO THE HC an offer already submitted, su	FAÎLURE O DUR AND D ach change n	F YOUR ACKNOWLE DATE SPECIFIED MAY nay be made by telegran	DGMENT TO BE Y RESULT IN REJECTION	
	TING AND APPROPRIATION DA A000 . AA20 . 25 . AF151 . H08 .		1)					
				TO MODIFICATIONS ACT/ORDER NO. AS D			5.	
THIS CHORDER NO.	HANGE ORDER IS ISSUED PURS IN ITEM 10A.	UANT TO: (Spo	ecify Au	nthority) THE CHANGES SET	T FORTH IN	N ITEM 14 ARE MADE	E IN THE CONTRACT	
THE ABO	OVE NUMBERED CONTRACT/O	ORDER IS MOD 14, PURSUANT	DIFIED TH	TO REFLECT THE ADMINISTIE AUTHORITY OF FAR 43.	STRATIVE 103(b).	CHANGES (such as ch	anges in paying office,	
THIS SU	JPPLEMENTAL AGREEMENT IS ity: 43.103 (a)	ENTERED INT	ΓO PUR	SUANT TO AUTHORITY O	F:			
OTHER	(Specify type of modification and	l authority)						
E.IMPOR	TANT: Contractor IS required to	sign this docume	ent and 1	return copies to the issuing off	ice.			
14. DESCRIP	PTION OF AMENDMENT/MODIF	ICATION (Org	anized t	by UCF section headings, inclu	ıding solicit	ation/contract matter wh	ere feasible.)	
ORDER MOI	D DATED: 08/27/2018	Proposal Date	d: 08/27	7/2018	Order ID: ID04170096		4170096	
PERFORMAI 12/01/2017	NCE PERIOD FROM:	PERFORMAI 08/31/2018	NCE PE	RIOD TO:		Desired Delive	ery Date:	
ITEM	TASK ITEM DESCRI	PTION	Р	REVIOUS MOD		D CHANGE	NEW MOD	

ITEM NO	TASK ITEM DESCRIPTION	PREVIOUS MOD AMOUNT	MOD CHANGE AMOUNT	NEW MOD AMOUNT
0001	Contact Center Agent Services Labor (9 mos)	\$1,836,322.45	(\$176,750.91)	\$1,659,571.54
0002	Other Direct Costs (Travel and Materials) (9 mos)	\$7,500.00	(\$2,145.00)	\$5,355.00
0003	T&M, OPTION line items (9 mos)	\$1,156,442.95	\$560,290.05	\$1,716,733.00
0004	CAF Fee (0.75%) (9 mos)	\$40,294.00	(\$12,731.00)	\$27,563.00
0005	Labor for Key Personnel	\$586,905.00	(\$293,452.44)	\$293,452.56

Task Order is established under the USA CONTACT (USAC)

Task Order ID04170096

The purposes of this modification 003 are to:
1 Correct CLIN 001 - Ceiling Price
2 Correct CAF

- 3 Correct Contract Award Ceiling
- 4 Revise Period of Performance dates

- 5 Incorporate Pricing based of new Period of Performance
 6 Fully fund Base Year
 7 Incorporate Wage Determinations: WD15-4471 (Rev 6) and WD15-4983 (Rev 6)
 8 Incorporate revised Performance Work Statement (PWS), dated August 24, 2018 and
- 9 Price revisions are based on General Dynamics Information Technology (GDIT) quote, dated July 27, 2018

All Terms and Conditions remain unchanged, except as specified below

The Base Ceiling Amount and Base Funded Amount have been changed The ceiling and funded amounts are as follows:

BASE PERIOD OF PERFORMANCE: (revised) 12/01/2017 - 08/31/2018

Changed from 12/01/2017 - 11/30/2018 to 12/01/2017 - 08/31/2018

Base Year awarded ceiling was incorrectly stated on original award as \$6,068,796 and the amount should be \$6,073.715 77

Base Awarded Ceiling (revised): \$3,702,675 10

from \$6,073,715 77 to \$3,702,674 54 for a decrease of \$(2,371,041 23)

Base Funded Amount (revised): \$3,702,675 10 -

changed from \$3,627,464 40 to \$3,702,675 10 for an increase of \$75,210 70

Task Item (TI)/CLIN 0001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price (revised): \$1,659,571 54 - changed from \$3,358,522 00 to \$1,659,571 54 for a decrease of \$(1,698,950 46)

b Funded Ceiling (revised): Total - \$1,659,571 54

changed from \$1,836,322 45 to \$1,659,571 54 for a decrease of \$176,750 91

TI/CLIN 0002: ODCs - Cost Reimbursable

a Awarded Price (revised): \$5,355 00

Changed from \$12,500 00 to \$5,355 00 for a decrease of \$-4,645 00

b Funded Ceiling (revised): \$5,335 00

Changed from \$7,500 to \$5,335 00 for a decrease of \$-2,145 00

Travel

- a Awarded Ceiling (revised): \$2,498 00 changed from \$7,500 00 for a decrease of \$-5,002 00
- b Funded Ceiling (revised):\$2,498 00 changed from \$7,500 00 for a decrease of \$-5,002 00

Motorio

- a Awarded Ceiling (revised): \$2,857 00 changed from \$5,000 00 to \$2,857 00 for a decrease of \$2,143
- b Funded Ceiling (revised): $\$2,857\ 00$ changed from $\$2,500\ 00$ to $\$2,857\ 00$ for an increase of

|\$357 00

TI/CLIN 003: Option Line Items (T&M)

a Awarded Ceiling (revised): \$1,716,733 00 -

Changed from \$2,073,075 00 to \$1,716,733 00 for a decrease of (\$356,342 00)

b Total Funded Ceiling (revised): \$1,716,733 00 - Changed from \$1,156,442 95 to 1,716,733 00 an increase of \$560,290 05

TI/CLIN 004: CAF Fee (0 75%) (Firm Fixed Price)(Revised) \$27,563 00: changed from \$45,213 77 to \$27,563 00 for a decrease of \$-17,650 77

Total Funded Ceiling (revised) \$27,563 00: changed from \$40,294 00 to \$27,563 00 for a decrease \$-12,731 00

TI/CLIN 005 Labor for Key Personnel -Firm Fixed Price:

a Awarded Ceiling (revised): \$293,452 56 - changed from \$586,905 00 changed to \$293,452 56 for a

decrease of \$-293,452 44

b Funded Ceiling (revised): \$293,452 56 - changed from \$586,905 00 to \$293,452 56 for a decrease of \$-293,452 44

***Please the PAC Section in GSA/ASSIST/ITSS for additional information for the Option Years

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT	INCREASE/DECREASE
Cost To GSA: \$3,627,464.40		\$3,702,675.10	\$75,210.70
Except as provided herein, all terms and condition effect.	is of the document refer	enced in Item 9A or 10A, as heretofore changed, remains ur	nchanged and in full force and

15A. NAME AND TITLE OF SIGNER(Type or premando Juarez	orint)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type of Matthew F Wright b) (6)	or print)
15B. CONTRACTOR/OFFEROR Fernando Juarez	15C. DATE SIGNED 08/29/2018	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 08/29/2018
(Signature of person authorized to sign)		(Signature of person authorized to sign)	
NSN 7540-01-152-8070 Previous edition unusable			FORM 30 (REV. 10-83) GSA FAR (48 CFR) 53.243

AM	ENDMENT OF SOLICITA	NT OF SOLICITATION/MODIFICATION OF CONTRACT 1.CONTRACT ID PAGE 1 OF 3 PAGE(S)								
2.AMENDME ID04170096 / I	ENT/MODIFICATION NO. P O 002	3.EFFI DATE 04/23/2		4.REQUISITION/P REQ NO. A21631568	PURCI	HASE	5 PROJI	ECT NO. (if a	pplicable)	
6. ISSUED BY GSA Region 04 Matthew F Wri 77 FORSYTH ATLANTA, G. United States (b) (6)		7. ADMINISTERE Matthew F Wright			tem 6)					
	ADDRESS OF CONTRACTOR	No., str	eet, county, Stat	e and ZIP Code)			9A. AM	ENDMENT (OF SOLICITATION NO.	
Jordyn V Simo	es YNAMICS INFORMATION TECHN	OLOGY	INC				9B. DA	TED (SEE IT	EM 11)	
3211 JERMAN FAIRFAX, VA United States (b) (6)	TOWN RD	olog i	, inte				NO. GS00V0 TYPE C			ER
CODE		FACIL	LITY CODE					ATED (SEE I' 17 12:00 AM	TEM 11)	
	11.THIS IT	EM O	NLY APPLI	ES TO AMEND	ME	NTS OF SO	LICITA	ATIONS		
The above O is extended	e numbered solicitation is amended O is not extended.	as set fo	rth in item 14. 7	Γhe hour and date sp	ecifie	d for receipt of	Offers			
Offers must ac	knowledge receipt of this amendme	ent prior	to the hour and	date specified in the	e solic	itation or as am	ended, by	y one of the fo	llowing methods:	
By separate let RECEIVED A OF YOUR OF	ting items 8 and 15, and returning _ tter or telegram which includes a re T THE PLACE DESIGNATED FO FER. If by virtue of this amendmenter makes reference to the solicitati	ference to OR THE nt your d	to the solicitation RECEIPT OF (esire to change	on and amendment no OFFERS PRIOR TO an offer already sub	umber THE mitted	rs. FAILURE O HOUR AND I d, such change r	F YOUR DATE SP nay be m	ACKNOWLE ECIFIED MA ade by telegra	EDGMENT TO BE Y RESULT IN REJECTI	ION
	TING AND APPROPRIATION DA 1000 . AA20 . 25 . AF151 . H08		equired)							
	13.THIS ITEM IT MODIFII			O MODIFICAT CT/ORDER NO					S.	
THIS CHA	ANGE ORDER IS ISSUED PURS IN ITEM 10A.	J ANT T	O: (Specify Au	thority) THE CHAN	IGES	SET FORTH I	N ITEM 1	14 ARE MAD	E IN THE CONTRACT	
THE ABC	OVE NUMBERED CONTRACT/O date, etc.) SET FORTH IN ITEM 1	RDER I 4, PURS	S MODIFIED T SUANT TO TH	TO REFLECT THE E AUTHORITY OF	ADM FAR	INISTRATIVE 43.103(b).	CHANG	SES (such as c	hanges in paying office,	
THIS SUI	PPLEMENTAL AGREEMENT IS	ENTERI	ED INTO PUR!	SUANT TO AUTHO	ORITY	Y OF:				
	Specify type of modification and									
	CANT: Contractor IS required to s			eturn copies to the is	ssuing	office				
	ΓΙΟΝ OF AMENDMENT/MODIF						ation/con	tract matter w	here feasible.)	
	DATED: 04/13/2018		al Dated: 04/13	*				Order ID: ID		
PERFORMAN 12/01/2017	NCE PERIOD FROM:	PERFO 11/30/2	ORMANCE PE	RIOD TO:				Desired Deli		
ITEM NO	TASK ITEM DESCRIPT	TION	PREVIOU	S MOD AMOL	JNT	MOD CHA	NGE A	AMOUNT	NEW MOD AMOL	UNT
0001	Contact Center Agent Services Lal	or		\$2,124,00	2.45		(\$	287,680.00)	\$1,836,32	22.45
0002				\$5,00	00.00			\$2,500.00	\$7,50	00.00
0003 T&M, OPTION line items			\$871,26	2.95		\$285,180.00 \$1,156			42.95	
0004 CAF Fee (0.75%)				\$40,29	4.00			\$0.00	\$40,29	94.00
0005 Labor for Key Personnel				\$586,90	5.00			\$0.00	\$586,90	05.00
Task Order ID0	Fask Order is established under the USA CONTACT (USAC) Fask Order ID04170096 The purpose of this no-cost-to-either-party modification 0002 is to:									
Realign funds to of \$287,680 00	e purpose of this no-cost-to-either-party modification 0002 is to: ealign funds between CLINS 001, 002, and 003 for the Base Year only in the amount \$287,680 00 due to the fact that the Transition period (CLIN 003) has taken much nger than scheduled The breakout amounts are as follows:									

1 CLIN 001 - Decrease \$287,680 00 2 CLIN 002 - Increase by \$2500 00 3 CLIN 003 - Increase by \$285,180 00

All Terms and Conditions remain unchanged, except as specified below

This task order modification is issued in accordance with the revised Performance Work Statement (PWS), dated April 05, 2018 and the General Dynamics Information Technology (GDIT) Limitation of Cost Notification, dated March 22, 2018 Options were awarded but not exercised or funded at this time. Option periods may be exercised within the time stated in clause 52 217-9/8; see PWS

This is a Firm Fixed Price; Severable Task Order The contract type established for work performed and payable under line items X001 for the base period and all option periods, if exercised, is Firm Fixed Price (FFP) in accordance with FAR subpart 16 202 Invoices for work payable under CLIN 0001 shall be paid monthly (10), at 1/10 of the total line item value Invoices for work payable under Option CLINs 1001 (if exercised), 2001 (if exercised), 3001 (if exercised), 4001 (if exercised), and 5001 (if exercised) shall be paid monthly (12), at 1/12 of the total line item value See the clause in the PWS entitled. Invoices

The contract type established for work performed and payable under line items X002 for the base period and all option periods, if exercised, is Cost Reimbursable (CR) in accordance with FAR subpart 16 302 The NTE Ceiling for line item X002 is stated in the schedule below See the clause in the PWS entitled, Invoices

The contract type established for work performed and payable under line items X003 for the base period and all option periods, if exercised, is Time and Material (T&M) in accordance with FAR subpart 16 602 The T&M rates stated in the contractor's quote, dated October 26, 2017, shall be the T&M rates allowable for invoicing under line item X003 The NTE Ceiling for line item X003 is stated in the schedule below See the clause in the PWS entitled, Invoices

The contract type established for work performed and payable under line items X004 for the base period and all option periods, if exercised, is Firm Fixed Price (FFP) in accordance with FAR subpart 16 202

The contract type established for work performed and payable under line items 0005 for the base period (there are no options for this) is Firm Fixed Price (FFP) in accordance with FAR subpart 16 202 Invoices for work payable under line item 0005 shall be paid monthly, at 1/12 of the total line item value See the clause in the PWS entitled, Invoices

The period of performance will be incrementally funded in the amount of \$3,627,464 40 Additional funding will be provided via a modification at a later date in accordance with Incremental Funding - Time and Materials/Labor Hour clause The Base Ceiling Amount and Base Funded Amount are not changed The ceiling and funded amounts are as follows:

BASE PERIOD OF PERFORMANCE: 12/01/2017 - 11/30/2018

Base Awarded Ceiling: \$6,068,796 00 (no change) Base Funded Amount: \$3,627,464 40 (no change)

Task Item (TI)/CLIN 0001 Contact Center Agent Services: Labor - Firm Fixed Price

a Awarded Price: \$3,358,522 00

b Funded Ceiling (revised): Total - \$1,896,002 93 - Changed from \$2,124,002 45 to \$1,896,002 93 for a decrease of \$287,680 00

0001A Customer Service Representatives (Generalist), (Task 1, 2, 3) 0-127,000

minutes: (b) (4) 0001B Customer Service Representatives (Specialist) (Task 1, 2, 3) 0-35,000 minutes:

0001C RESERVED

0001D RESERVED

0001E RESERVED

0001F RESERVED

0001G Reporting (Daily, Weekly, Monthly included in price of labor) (Task 4): NSP

0001H Email Response Management (Task 3)

0001J Call Recording and Monitoring (Task 7):

0001K Annual Tax Expenses: NSP

0001L Customer Relations Management Monthly License (Task 13): (b) (4)

0001M Advanced CRM Steady State Monthly License (Task 13): NSP

0001N Recurring Language Implementation Maintenance (Task 3): \$ TBD

-- Language Translation Service, Telephone (per Hour), and (b) (4) : \$ TBD -- Language Translation Service, Written (per Word), (b) (4) : \$ TBD

0001P Call Center Operations Support (Tasks 7, 8, 9, 10, 11, 12, 13, 17, 19): \$391,330

TI/CLIN 0002: ODCs - Cost Reimbursable

a Awarded Price: \$10,000 00

a Awarded Ceiling (revised): \$7,500 - Changed from \$5,000 00 - to \$7,500 for an increase of \$2,500

b Funded Ceiling: (revised): \$7,500 - Changed from \$5,000 00 - to \$7,500 for an increase of \$2,500

Material

a Awarded Ceiling: \$5,000 00 b Funded Ceiling: \$2,500 00

TI/CLIN 003: Option Line Items (T&M)

a Awarded Ceiling: \$2,073,075 00

b Total Funded Ceiling (revised): \$1,156,442 95 - Changed from \$871,262 95 to \$1,156,442 95 for an increase of \$285,180 00

0003A Engineer, Genesys Certified (Task 24, On-Call): (b) (4)

0003B Surge and Scalability (Section 10 0): \$1,300,000

0003C Nonrecurring Customer Relations Management Implementation (Task 13):

\$ NSP

0003D Nonrecurring Security Assessment and Authorization (SA&A) (Task 19): \$ NSP 0003E Nonrecurring Language Implementation (Task 3):\$ NSP 0003F Implementation of New Programs and Services (Section 8 0): (b) (4) 0003G Refresher Technology (Section 9 0): (b) (4) 0003H OPTION (Text): \$5,000 0003J OPTION (Chat): \$5,000 0003K Transition, Start Up Cost: \$656,021 TI/CLIN 004: CAF Fee (0 75%) (Firm Fixed Price): \$40,294 00 Total Funded Ceiling: \$40,294 00 (no change) TI/CLIN 005 Labor for Key Personnel -Firm Fixed Price: a Awarded Ceiling: \$586,905 00 (no change) b Funded Ceiling: \$586,905 00 (no change) 0005A Program Manager - dedicated, full-time key personnel labor (Task 6) - (b) (4)

0005B Trainer - dedicated, full time key personnel labor - \$(b)

0005C Data/Reports manager - dedicated, full time key personnel labor (b) (4) (Task 24)

0005D Content Management Specialist - dedicated, full time key personnel labor -

(Task 24)

The task order awarded ceiling is \$32,352,686 92 (Includes Base year, Four (4) one year options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$3,627,464 40

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

*see continuation pages for breakout for each Option Year is located in ITSS in Post Award Collaboration section

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

	PRIOR AMOUNT	NEW AMOUNT	T INCREASE/DECREA					
Cost To GSA:	\$3,627,464.40	\$3,627,464.40 \$0						
Except as provided herein, all terms and condition	ons of the document refe	renced in Item 9A or 10A, as heretofore changed, remains und	changed and in full force and					
15A. NAME AND TITLE OF SIGNER(Type of Jordyn V Simoes	print)	16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright (5) (6)						
15B. CONTRACTOR/OFFEROR Jordyn V Simoes	15C. DATE SIGNED 04/24/2018	16B. UNITED STATES OF AMERICA Matthew F Wright	16C. DATE SIGNED 04/24/2018					
(Signature of person authorized to sign)	_	(Signature of person authorized to sign)						
NSN 7540-01-152-8070 Previous edition unusable			DARD FORM 30 (REV. 10-83) bed by GSA FAR (48 CFR) 53 243					

	TATION/MODIFICATION OF CONTRACT 1.CONTRACT ID PAGE 1 OF 3 PAGE(S)						
2.AMENDMENT/MODIFICATION NO. ID04170096 / A O 001 3.EFFECT. DATE 12/22/2017	4.REQU REQ NO A216315		HASE	5 PROJECT NO. (if applicable)			
6. ISSUED BY GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (5) (6)		INISTERED BY F Wright (6) (6)		em 6)			
8.NAME AND ADDRESS OF CONTRACTOR (No., street, or	county, State and ZI	P Code)		9A. AMENDMENT	OF SOLICITATION NO.		
Jordyn V Simoes GENERAL DYNAMICS INFORMATION TECHNOLOGY, IN	C			9B. DATED (SEE IT	EM 11)		
3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States				10A. MODIFICATIONO. GS00V08PDD0068 / TYPE OF MODIFICE Amount + Admin C	ATION:		
CODE FACILITY	CODE			10B. DATED (SEE I 11/30/2017 12:00 AM			
11.THIS ITEM ONLY	Y APPLIES TO	AMENDME	NTS OF SOI	LICITATIONS			
The above numbered solicitation is amended as set forth in O is extended O is not extended.	n item 14. The hour	and date specifie	d for receipt of (Offers			
Offers must acknowledge receipt of this amendment prior to the	ne hour and date spe	cified in the solic	itation or as am	ended, by one of the f	ollowing methods:		
(a) By completing items 8 and 15, and returning _ copies of th By separate letter or telegram which includes a reference to the RECEIVED AT THE PLACE DESIGNATED FOR THE RECOF YOUR OFFER. If by virtue of this amendment your desire telegram or letter makes reference to the solicitation and this a	e solicitation and am CEIPT OF OFFERS e to change an offer	nendment number PRIOR TO THE already submitted	s. FAILURE OF HOUR AND D I, such change n	F YOUR ACKNOWL DATE SPECIFIED Manay be made by telegr	EDGMENT TO BE AY RESULT IN REJECTION		
12.ACCOUNTING AND APPROPRIATION DATA (If requi 285F . Q04FA000 . AA20 . 25 . AF151 . H08	red)						
13.THIS ITEM ONLY AP IT MODIFIES THE C					RS.		
\square THIS CHANGE ORDER IS ISSUED PURSUANT TO: (order no. in item 10a.	Specify Authority)	THE CHANGES	SET FORTH IN	NITEM 14 ARE MAI	DE IN THE CONTRACT		
THE ABOVE NUMBERED CONTRACT/ORDER IS Manapropriation date, etc.) SET FORTH IN ITEM 14, PURSUAL	ODIFIED TO REFL NT TO THE AUTH	LECT THE ADM ORITY OF FAR	INISTRATIVE 43.103(b).	CHANGES (such as	changes in paying office,		
☐ THIS SUPPLEMENTAL AGREEMENT IS ENTERED I	NTO PURSUANT	TO AUTHORITY	Y OF:				
☑ OTHER (Specify type of modification and authority) 43.103 (b) ¿Administrative Changes							
E.IMPORTANT: Contractor IS NOT required to sign this	document and retur	rn copies to the is	suing office.				
14. DESCRIPTION OF AMENDMENT/MODIFICATION (C	Organized by UCF se	ection headings, i	ncluding solicita	ntion/contract matter v	vhere feasible.)		
ORDER MOD DATED: 12/20/2017 Proposal D	ated: 12/21/2017			Order ID: II	004170096		
PERFORMANCE PERIOD FROM: PERFORM 11/30/2017 11/30/2018	IANCE PERIOD TO	D:		Desired Del	ivery Date:		
ITEM NO TASK ITEM DESCRIPTION PR	REVIOUS MOI	D AMOUNT	MOD CHA	NGE AMOUNT	NEW MOD AMOUNT		
0001 Contact Center Agent Services Labor		\$2,710,907.45 (\$586,905.0		(\$586,905.00)	\$2,124,002.45		
0002 Other Direct Costs (Travel and Materials)		\$5,000.00		\$0.00	\$5,000.00		
0003 T&M, OPTION line items		\$871,262.95		\$0.00	\$871,262.95		
0004 CAF Fee (0.75%)		\$40,294.00		\$0.00	\$40,294.00		
0005 Labor for Key Personnel		\$0.00		\$586,905.00	\$586,905.00		
Cask Order is established under the USA CONTACT (USAC) Cask Order ID04170096 The purposes of this no-cost-to-either-party modification are to: Change the end of the period of the Transition Period (PWS - Sections 11, Tasks 16, and 25 as follows:							

2 Change the Contract Line Item Number (CLIN) structure for the Basic Year only Four subCLINs are removed from CLIN 001, and CLIN 005 is created to include these subCLINs. This change is for administrative purposes only (to allow CDC to pay for fixed priced items consistent with the timelines required). See Attachment #ID04170096 Mod-01spreadsheet for details of "FROM" and "TO"

3 Change the invoicing of CLIN 0001 (only) as follows:

FROM: 8 weeks from Date of Award (ending January 26, 2018)

TO: 10 weeks from Date of Award (ending February 9, 2018)

FROM: 1/12 per month of the total amount TO: 1/10 per month of the total amount

4 Add to Section 12 - Deliverable - PWS Section Task 18A Refreshment Technology/Technology Enhancements

This task order is issued in accordance with the Performance Work Statement (PWS), dated December 20, 2017 and the General Dynamics Information Technology (GDIT) (USAC Contract Number GS00V08PDD0068) technical and price quote dated September 7, 2017, and revised/resubmitted October 26, 2017 Options are awarded but not exercised or funded at this time Option periods may be exercised within the time stated in clause 52 217-9/8; see PWS

This is a Firm Fixed Price; Severable Task Order The contract type established for work performed and payable under line items X001 for the base period and all option periods, if exercised, is Firm Fixed Price (FFP) in accordance with FAR subpart 16 202 Invoices for work payable under CLIN 0001 shall be paid monthly (10), at 1/10 of the total line item value Invoices for work payable under Option CLINs 1001 (if exercised), 2001 (if exercised), 3001 (if exercised), 4001 (if exercised), and 5001 (if exercised) shall be paid monthly (12), at 1/12 of the total line item value See the clause in the PWS entitled, Invoices

The contract type established for work performed and payable under line items X002 for the base period and all option periods, if exercised, is Cost Reimbursable (CR) in accordance with FAR subpart 16 302. The NTE Ceiling for line item X002 is stated in the schedule below. See the clause in the PWS entitled, Invoices

The contract type established for work performed and payable under line items X003 for the base period and all option periods, if exercised, is Time and Material (T&M) in accordance with FAR subpart 16 602. The T&M rates stated in the contractor's quote, dated October 26, 2017, shall be the T&M rates allowable for invoicing under line item X003 The NTE Ceiling for line item X003 is stated in the schedule below See the clause in the PWS entitled, Invoices

The contract type established for work performed and payable under line items X004 for the base period and all option periods, if exercised, is Firm Fixed Price (FFP) in accordance with FAR subpart 16 202

The contract type established for work performed and payable under line items 0005 for the base period (there are no options for this) is Firm Fixed Price (FFP) in accordance with FAR subpart 16 202 Invoices for work payable under line item 0005 shall be paid monthly, at 1/12 of the total line item value See the clause in the PWS entitled, Invoices

Additional funding will be provided via a modification at a later date in accordance with Incremental Funding - Time and Materials/Labor Hour clause The ceiling and funded

The period of performance will be incrementally funded in the amount of \$3,627,464 41 amounts are as follows: BASE PERIOD OF PERFORMANCE: 12/01/2017 - 11/30/2018 Base Awarded Ceiling:\$6,068,796 00 Base Funded Amount: \$3,627,464 40 Task Item (TI)/CLIN 0001 Contact Center Agent Services: Labor - Firm Fixed Price a Revised Awarded Price: \$3,358,522 00 - Changed from \$3,945,427 00 to \$3,358,522 00 for a decrease of \$-586,905 00 b Revised Funded Ceiling: \$2,124,002 45 - Changed from \$2,710,907 45 to \$2,124,002 45 for a decrease of \$-586,905 00 0001A Customer Service Representatives (Generalist), (Task 1, 2, 3) 0-127,000 minutes: 0001B Customer Service Representatives (Specialist), (Task 1, 2, 3) 0-35,000 minutes: 0001D RESERVED 0001E RESERVED 0001F RESERVED 0001G Reporting (Daily, Weekly, Monthly included in price of labor) (Task 4): NSP 0001H Email Response Management (Task 3): 0001J Call Recording and Monitoring (Task 7): 0001K Annual Tax Expenses: NSP 0001L Customer Relations Management Monthly License (Task 13): (b) (4) 0001M Advanced CRM Steady State Monthly License (Task 13): NSF 0001N Recurring Language Implementation Maintenance (Task 3): \$ TBD -- Language Translation Service, Telephone (per Hour), and (b) (4) -- Language Translation Service, Written (per Word). (b) (4 0001P Call Center Operations Support (Tasks 7, 8, 9, 10, 11, 12, 13, 17, 19): \$391,330 TI/CLIN 0002: ODCs - Cost Reimbursable a Awarded Price: \$10,000 00 a Awarded Ceiling: \$5,000 00 b Funded Ceiling: \$2,500 00 a Awarded Ceiling: \$5,000 00 b Funded Ceiling: \$2,500 00 TI/CLIN 003: Option Line Items (T&M) a Awarded Ceiling: \$2,073,075 00 b Total Funded Ceiling: \$871,262 95 0003A Engineer, Genesys Certified (Task 24, On-Call): (b) (4) 0003B Surge and Scalability (Section 10 0): \$1,300,000 0003C Nonrecurring Customer Relations Management Implementation (Task 13): \$ NSP 0003D Nonrecurring Security Assessment and Authorization (SA&A) (Task 19): \$ NSP 0003E Nonrecurring Language Implementation (Task 3): \$ NSP 0003F Implementation of New Programs and Services (Section 8 0): (b) (4)

0003G Refresher Technology (Section 9 0): (b) (4)

0003H OPTION (Text): \$5,000

0003J OPTION (Chat): \$5,000

0003K Transition, Start Up Cost: \$656,021

TI/CLIN 004: CAF Fee (0 75%) (Firm Fixed Price): \$40,294 00

Total Funded Ceiling: \$40,294 00

TI/CLIN 005 Labor for Key Personnel -Firm Fixed Price:

a Awarded Ceiling: \$586,905 00b Funded Ceiling: \$586,905 00

0005A Program Manager - dedicated, full-time key personnel labor (Task 6) -

b) (4)

0005B Trainer - dedicated, full time key personnel labor - (b) (4) (Task 9) 0005C Data/Reports manager - dedicated, full time key personnel labor (b) (4)

(Task 24)

0005D Content Management Specialist - dedicated, full time key personnel labor -

(b) (4) (Task 24)

The task order awarded ceiling is \$32,352,686 92 (Includes Base year, Four (4) one year options, and Option to Extend Services 52 217-8 if exercised)

The task order funded ceiling is \$3,627,464 41

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

*see continuation pages for breakout for each Option Year is located in ITSS in Post Award Collaboration section

***Attention Contractors: The invoice submission functionality within the system is changing to converge and normalize invoice submission across ASSIST. The invoice submission process detailed at the following link supersedes any instructions for interfacing with the system(s) currently in the contract. These revised instructions do not change the frequency, content, supporting documentation requirements, or any other terms and conditions for invoice submission: Invoice Submission Instructions

Upon deployment of the Central Invoice Service, the contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order Upon deployment of the Central Invoice Service, the contractor shall NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)

For additional assistance contact the ASSIST Helpdesk at 877-472-4877 ***

FOR INQUIRIES REGARDING PAYMENT CONTACT:

GSA Finance Customer Support 816-926-7287

PRIOR AMOUNT		NEW AMOUNT	INCREASE/DECREASE
Cost To GSA: \$3,627,464.40		\$3,627,464.40	\$0.00
Except as provided herein, all terms and condition	s of the document refer	enced in Item 9A or 10A, as heretofore changed, remains ur	nchanged and in full force and

15A. NAME AND TITLE OF SIGNER(Type or print) 16A. NAME AND TITLE OF CONTRACTING OFFICER (Type or print) Matthew F Wright 15B. CONTRACTOR/OFFEROR 15C. DATE 16B. UNITED STATES OF AMERICA 16C. DATE SIGNED SIGNED Matthew F Wright 12/22/2017 (Signature of person authorized to sign) (Signature of person authorized to sign) NSN 7540-01-152-8070 STANDARD FORM 30 (REV. 10-83) Previous edition unusable Prescribed by GSA FAR (48 CFR) 53.243

ORDER FOR SUPPLIES AND SERVICES		VICES			IMPORTAN instructions 553.370-300- distribution	in GSAR -1 for		PAGE 1 OF 3 PAGE(S)
1 DATE OF ORDER 11/30/2017			2 ORDER NUMBER 47QFSA18F0008		3 CONTRAC NUMBER GS00V08PD		4 ACT N A216315	IUMBER 68
FOR	5. A	CCOUNTING	G CLASSIFICA	TION		6. FI	NANCE	DIVISION
GOVERNMENT USE	FUND 285F		RG CODE 4FA000	B/A CODE AA20	O/C CODE 25	AC	SS	VENDOR NAME
ONLY	FUNC CODE AF151	C/E H03	E CODE 8	PROJ /PROS NO	CC-A	MDL	FI	G/L DEBT
	W/ITEM	CC	C-B	PRT /CRFT		AI	LC	DISCOUNT
7 TO: CONTRACTOR (Name, address and zip Janet Skahill GENERAL DYNAMICS INFORMATION TEC	•	·				8 TYPE (ORDER B DELIV		REFERENCE YOUR
3211 JERMANTOWN RD FAIRFAX, VA 22030-2844 United States						terms spec	cified on b the attache	llowing on the oth sides of the ed sheets, if any, indicated
						instruction only of the subject to	ns containe is form and the terms	s subject to ed on this side d is issued and conditions red contract
						C MODIFIC NO 000 TYPE OF MODIFIC	7	AUTHORITY FOR ISSUING
9A EMPLOYER'S IDENTIFICATION NUMB 541194322	ER			9B CHECK, I WITHHOLD		and condi	tions of the ore modifi	nerein, all terms e original order, ed, remain
10A CLASSIFICATION G9 Other than one of the preceding				•		10B TYP ORGANI C Corpor		SINESS
11 ISSUING OFFICE (Address, zip code, and telephone no.) GSA Region 04 Matthew F Wright 77 FORSYTH STREET, SW ATLANTA, GA 30303-3490 United States (5) (6)			12 REMITTANCE ADDRESS (MANDATORY) GENERAL DYNAMICS INFORMATION TECHNOLOGY, INC P O BOX 643014 PITTSBURGH, PA 15264 United States 13 SHIP TO(Consign code and telephone no Nancy Lindsey 1600 Clifton Road, NI Room 113 MS G21 Atlanta, GA 30329-00 United States 15 (6)			no.) NE Bldg 19		
14 PLACE OF INSPECTION AND ACCEPTA Nancy Lindsey 1600 Clifton Road, NE Bldg 19 Room 113 MS G21 Atlanta, GA 30329-0000 United States	NCE				15 REQUIS: telephone no. Patti Slay GSA Region 77 Forsyth St Atlanta, GA: United States	.) 04 treet 30308-3490		e, symbol and
16 FOB POINT Destination		17	GOVERNMENT	Γ B/L NO	18 DELIVE POINT ON O BEFORE 11/30/2018		TERMS NET 30 I	NT/DISCOUNT DAYS / 0 00 % 0 0 00 % 0 DAYS
	20	0. SCHEDULI	E		1			

Authority: This task order is awarded in accordance with FAR 16 505(b)Task Order is established under the USA CONTACT (USAC)Task Order ID04170096

This task order is issued in accordance with the Performance Work Statement (PWS), dated August 29, 2017 and the General Dynamics Information Technology (GDIT) (USAC Contract Number GS00V08PDD0068) technical and price quote dated September 7, 2017, and revised/resubmitted October 26, 2017

Options are awarded but not exercised or funded at this time Option periods may be exercised within the time stated in clause 52 217-9/8; see PWS This is a Firm Fixed Price; Severable Task Order The contract type established for work performed and payable under line items X001 for the base period and all option periods, if exercised, is Firm Fixed Price (FFP) in accordance with FAR subpart 16 202 Invoices for work payable under line items X001 shall be paid monthly, at 1/12 of the total line item value See the clause in the PWS entitled, Invoices

The contract type established for work performed and payable under line items X002 for the base period and all option periods, if exercised, is Cost Reimbursable (CR) in accordance with FAR subpart 16 302. The NTE Ceiling for line item X002 is stated in the schedule below. See the clause in the PWS entitled, Invoices.

The contract type established for work performed and payable under line items X003 for the base period and all option periods, if exercised, is Time and Material (T&M) in accordance with FAR subpart 16 602. The T&M rates stated in the contractor, squote, dated October 26, 2017, shall be the T&M rates allowable for invoicing under line item X003. The NTE Ceiling for the payable below. See the clause in the PWS entitled. Invoices Ceiling for line item X003 is stated in the schedule below See the clause in the PWS entitled, Invoices

The period of performance will be incrementally funded in the amount of \$3,627,464 41

Additional funding will be provided via a modification at a later date in accordance with Incremental Funding; Time and Materials/Labor Hour clause The ceiling and funded amounts are as follows:

BASE PERIOD OF PERFORMANCE: 12/01/2017 ¿ 11/30/2018

Base Awarded Ceiling: \$6,068,796 00 Base Funded Amount: \$3,627,464 40

Task Item (TI)/CLIN 0001 Contact Center Agent Services: Labor ¿ Firm Fixed Price a Awarded Price: \$3,945,427 00 b Funded Ceiling: \$2,710,907 45 0001A Customer Service Representatives (Generalist), (Task 1, 2, 3) 0-127,000 minutes: 0001B Customer Service Representatives (Specialist) (Task 1, 2, 3) 0-35,000 minutes: 0001C Program Manager, Dedicated (Task 6): (b) (4) 0001D Trainer, Dedicated (Task 9): b) (4) 0001E Data, Reports Manager, Dedicated (Task 24): (b) (4) 0001F Content Management Specialist, Dedicated (Task 24): 0001G Reporting (Daily, Weekly, Monthly included in price of labor) (Task 4): NSP 0001H Email Response Management (Task 3): 0001J Call Recording and Monitoring (Task 7): 0001K Annual Tax Expenses: NSP 0001L Customer Relations Management Monthly License (Task 13): (6) (4) 0001M Advanced CRM Steady State Monthly License (Task 13): NSP 0001N Recurring Language Implementation Maintenance (Task 3): $\ TBD$ -- Language Translation Service, Telephone (per Hour), \$ TBD -- Language Translation Service, Written (per Word), \$ TBD 0001P Call Center Operations Support (Tasks 7,8,9,10,11,12,13,17,19): \$391,330 TI/CLIN 0002: ODCs ¿ Cost Reimbursable a Awarded Price: (b) (4) Travel a Awarded Ceiling: \$5,000 00 b Funded Ceiling: \$2,500 00 Material a Awarded Ceiling: \$5,000 00 b Funded Ceiling: \$2,500 00 TI/CLIN 003: Option Line Items (T&M) a Awarded Ceiling: \$2,073,075 00 b Total Funded Ceiling: \$871,262 95 0003A Engineer, Genesys Certified (Task 24, On-Call): (b) (4) 0003B Surge and Scalability (Section 10 0): \$1,300,000 0003C Nonrecurring Customer Relations Management Implementation (Task 13): 0003D Nonrecurring Security Assessment and Authorization (SA&A) (Task 19): \$ NSP 0003E Nonrecurring Language Implementation (Task 3): \$ NSP 0003F Implementation of New Programs and Services (Section 8 0): (b) (4) 0003G Refresher Technology (Section 9 0): (b) (4) 0003H OPTION (Text): \$5,000 0003J OPTION (Chat): \$5,000 0003K Transition, Start Up Cost: \$656,021 TI/CLIN 004: CAF Fee (0 75%): \$40,294 00 Total Funded Ceiling: \$40,294 00 The task order funded ceiling is \$3,627,464 41

The task order awarded ceiling is \$32,352,686 92 (Includes Base year, Four (4) one year options, and Option to Extend Services 52 217-8 if exercised)

The Performance Work Statement (PWS) is located under the BOMSOW page within the ITSS Order Package

*see continuation pages for breakout for each Option Year, located in ITSS in Post Award Collabration section

ITEM NO	SUPPLIES OR SERVICES	QUANTITY ORDERED	UNIT	UNIT PRICE	AMOUNT
(A)	(B)	(C)	(D)	(E)	(F)
0001 Contact Center Agent Services Labor		1	lot	\$2,710,907 45	\$2,710,907 45
0002	Other Direct Costs (Travel and Materials)	1	lot	\$5,000 00	\$5,000 00
0003	T&M, OPTION line items	1	lot	\$871,262 95	\$871,262 95
0004	CAF Fee (0 75%)	1	lot	\$40,294 00	\$40,294 00

0004	CAF Fee (0 75%)	1	lot	\$40,294 00	\$40,294 00	
	FICE (Name, symbol and telephone no.) tt Services Branch, 404-639-2846				TOTAL	
					From	

22 SHIPPING POINT Specified in QUOTE	23 GROSS SHIP WT	GRAND	\$3,627,464.40
		TOTAL	
24 MAIL INVOICE TO: (Include zip code) General Services Administration (FUND) The contractor shall follow these Invoice Submission Instructions The contractor shall submit invoices electronically by logging into the ASSIST portal (https://portal fas gsa gov), navigating to the appropriate order, and creating the invoice for that order For additional assistance contact the ASSIST Helpdesk at 877-472-4877 Do NOT submit any invoices directly to the GSA Finance Center (neither by mail nor via electronic submission)	25A FOR INQUIRIES REGARDING PAYMENT CONTACT: GSA Finance Customer Support	25B TELEPHONE NO 816-926-7287	
	26A NAME OF CONTRACTING/ORDERING OFFICER(Type) Matthew F Wright	26B TELEPHONE NO (b) (6)	
	26C SIGNATURE Matthew F Wright 11/30/2017		
GENERAL SERVICES ADMINISTRATION	1. PAYING OFFICE	GSA FO	ORM 300 (REV 2-93)